

Cayosoft Eliminates 90% of American Media Incorporated’s Microsoft Office 365 Hybrid Management Burden

“With Cayosoft’s web-based solution we have passed 90% of new Office 365 hybrid tasks back to our Help Desk.”

Scott Kessman Systems Engineering Manager, AMI, Inc.

Introduction

Like many organizations, American Media Incorporated’s (AMI) Help Desk handles traditional user provisioning and deprovisioning tasks. AMI moved to Office 365 after Superstorm Sandy highlighted several vulnerabilities of maintaining an on-premises e-mail system.

The Business Challenge

The move to an Office 365 Hybrid came with an increased burden on AMI’s Help Desk, because many actions required multiple complex consoles and scripting.

“Our Help Desk wasn’t built for scripting, and mistakes were happening,” said Scott Kessman, Systems Engineer Manager at AMI. “As a result, there was a big increase in the number of tasks being sent to our engineering team. We started falling behind on IT projects because we were doing work that previously went to the Help Desk.”

Finding a Solution

Kessman looked for a solution and found Cayosoft. “After a trial, I demonstrated to management that Cayosoft would help free up the engineering team. With Cayosoft’s web-based solution, we have passed 90% of daily hybrid tasks back to our Help Desk.”

In addition to account on-boarding, password reset was 60-70% of what the Help Desk was doing on a daily basis, and occasionally password policy was violated out of need for expediency. “Cayosoft gave us a way to enable self-service and reduce overall risk,” said Kessman. “This also made efficiency better, especially for VPN/Mobile users, so we now have fewer password-related calls to the Help Desk.”

Management at first didn’t understand why we needed a tool to do what we could already do before O365. Now, management loves it. And we’re more secure & efficient now too. Even the CIO now uses Cayosoft to perform his own changes.”

“Moving to a Hybrid Active Directory and Office 365 shifted complex tasks to Engineering. We’ve gotten 90% of that moved back to Help Desk thanks to Cayosoft.”

Chosen Solution – Cayosoft Administrator

Microsoft’s Active Directory, Exchange and Office 365 are mission critical to this Enterprise Customer. Despite implementing Azure AD Connect and scripts, the customer needed a better solution to control their Microsoft Office 365 hybrid deployment. The Cayosoft Administrator solution was chosen by the customer to unify, simplify and secure their hybrid deployment, and to remove the added administrative burden hybrid put on Help Desk and IT-Engineering groups.

Cayosoft Customer Profile

About AMI

American Media, Inc. (AMI) owns and operates the leading celebrity, health & fitness media brands in the United States. AMI’s magazines have a combined total circulation of 2.1+ million and reach 37+ million men and women each month. AMI’s digital properties reach a total of 44+ million unique visitors and 321+ million-page views monthly.

Sector/Industry

- Publishing

Hybrid Technology

- Active Directory & Exchange
- Office 365 & Azure AD Connect
- ADFS

Business Challenge

- Eliminate the need for Scripting
- Maintain and improve service level for end-users
- Allow users to reset passwords

Chosen Solution

Cayosoft Administrator

- Hybrid User Provisioning & Deprovisioning
- Office 365 Hybrid Help Desk
- Self-Service Password Reset
- Group Lifecycle Management
- Shared & Resource Mailboxes

Cayosoft Case Study – Hybrid Office 365 Enterprise Management

Key Capabilities

- Eliminate scripts and deliver a single web portal that manages both Active Directory and Office 365
- Simultaneously provision, manage or deprovision Active Directory and Office 365 User accounts
- Integration with Microsoft AD Connect/DirSync
- Assignment and On-going enforcement of Office 365 licenses
- Assign mailbox, home folder, remote desktop service and user profile information

The Results

- Eliminated 90% of the administrative burden created by their hybrid deployment
- Eliminated the distribution and maintenance of PowerShell scripts
- Simplified hybrid user provisioning, management and deprovisioning of Office 365 & Active Directory Accounts
- Enabled Human Resources to deprovision user accounts when needed
- Reduced Help Desk costs by allowing users to reset forgotten passwords through self-service

Conclusion

Microsoft's Active Directory and Office 365 are mission critical to AMI. Despite implementing AD Connect and scripts from Microsoft, AMI needed a better solution to control their Microsoft Office 365 Hybrid deployment. The Cayosoft Administrator solution was chosen by AMI to unify, simplify and secure their hybrid deployment, thus improving the service level to users while reducing the hybrid management burden on Help Desk and Engineering groups.

About Cayosoft

Cayosoft Administrator is the best way to manage Hybrid Microsoft Enterprise Platforms including Active Directory, Exchange and Office 365. Cayosoft applies Security, Efficiency, Compliance and Innovation to the management of critical Microsoft platforms investments. With an advanced and modern platform architecture, Cayosoft reduces risk, simplifies day-to-day tasks, increase control, and drive continuously IT improvement - allowing IT to meet key business goals.

For more information visit:

www.Cayosoft.com