

## Cayosoft® reduces Manteca Unified School District's Microsoft Hybrid Administration burden by 90%

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Jason Kuhn, IT Administrator, Manteca USD

### Introduction

Manteca Unified School District, in central California, serves approximately 26,000 students, faculty and staff across approximately 30 different locations. This is the second year Manteca has used Microsoft Office 365 for their Students, On-Premises Exchange for Teachers, and Active Directory (AD) for both; this is a truly hybrid environment.

Manteca has embarked on a “Going Digital!” program with the mission for all students to use digital devices a majority of the instructional day with access to the rich digital content and curricula both at school and at home.

### The Business Challenge

The first two weeks of the school year in any district can be chaotic as new students have enrolled or have moved over the summer and arrive at a school that is different from what the district expected. In past years at Manteca, technicians at each site spent the first two weeks of school creating and updating accounts in both Active Directory and Office 365. Over the course of the school year, students also move to new locations within the district or leave the district altogether.

Manteca needed a better way if the district wanted to increase the service level for students. “If we didn’t get those updates done,” said Kuhn, “kids wouldn’t have accounts in curriculum software. Or email. This means no course work, no WIFI, no computer login. All kids use computer labs some, but with “Go Digital!” meant one-device-per-child coming.

### Finding a Solution

Jason and team researched potential solutions and found that solutions available from Microsoft and other vendors were not built for managing and instating on-premises and cloud applications. They found that the Cayosoft solution was specifically built to connect & simplify a Microsoft Hybrid environment.

“We are planning to move the location where students save documents,” Kuhn said. “We’re eventually moving to the cloud, and we needed a product to change with our changing needs. Cayosoft can do that. The solution is flexible and pointed directly at the Hybrid Administration pains we had. And support has been incredible. Cayosoft provides the fastest response of any vendor I’ve seen ever. They were willing to invest time to better understand process for us in education. Even for changes we needed – Cayosoft’s framework allowed them to design a solution, integrate it and hand it over fast. Nobody else does that.”

### Cayosoft Customer Profile

#### About the company

Manteca Unified School District, in central California, serves approximately 26,000 students, faculty and staff across approximately 30 different locations.

#### Sector/Industry

- Education

#### Hybrid Technology

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

#### Business Challenge

- Need to reduce manual data entry and related errors
- Maintain & improve service level for students and staff related to account access
- Simplify Hybrid tasks for Service Desk
- Eliminate scripting & ADSI
- Reduce problems & mistakes

#### Chosen Solution

##### Cayosoft Administrator

- Hybrid User Lifecycle Mgt.

## The Chosen Solution was Cayosoft Administrator

### Key Capabilities

- Import feeds from their student enrollment & Staff HR systems and create user accounts in Active Directory
- Initiate Microsoft DirSync when important changes have been made
- Assign Office 365 licenses & capabilities based on Student or Staff Needs
- Assign mailbox, home folder, remote desktop service and user profile information
- Move users between organizational units based on their location
- Quickly, Securely and Accurately Suspend accounts that are no longer needed

### The Results

- Estimated reduction in administrative burden more than 90%
- Simplify hybrid user provisioning of 26,000 Office 365 & Active Directory Accounts
- Students have access to computer resource on Day 1 of a new school year instead of two weeks later
- Eliminated the distribution and maintenance of PowerShell scripts to 30+ administrators

### Conclusion

Microsoft's Hybrid Environment is the backbone of Manteca Unified School District's "Go Digital" student initiative. With twenty-six thousand students, faculty and staff a tremendous number of manual changes were needed when users joined, moved-within or left the school district. Despite implementing DirSync and scripts from Microsoft, Manteca needed a better solution to enhance the connection between their existing on-premises environment and Office 365. Cayosoft's Administrator Suite solution was chosen by Manteca to connect and simplify Hybrid Administration and to improve the overall service level delivered to students, faculty and staff.

### 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:

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