

Cayosoft® eliminated 90% of American Media Incorporated's added Microsoft Office 365 Hybrid Help Desk 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.”



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

Business Challenge

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

Solution Cayosoft Administrator for:

- Hybrid User Provisioning & Deprovisioning
- Office 365 Hybrid Help Desk
- Self-Service Password Reset

The Chosen Solution: Cayosoft Administrator

Cayosoft Administrator

Enables AMI to unify, simplify and secure their Active Directory and Office 365 Hybrid deployment.

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

Cayosoft Self-Services

Empowers users through self-service to reset forgotten passwords or control security or distribution groups they own.

Cayosoft Dynamic Groups

Criteria-based group automation that keeps groups accurate so joiners and leavers can be tracked for security and compliance.

Cayosoft Suspend

Secures user accounts of employees that permanently or temporarily leave the organization.

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 specializes in simplifying Active Directory, Hybrid and Office 365 Administration by connecting administrators to the platforms they manage. Cayosoft empowers administrators with a modern solution that enhances the management of the organization's Islands of Identity so that security, compliance and efficiency objectives are met.

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