

CASE STUDY

Mednax Improves Enterprise Hybrid Microsoft 365 Security and Admin Efficiency

National medical group deploys Cayosoft Administrator as one-stop shop for secure and efficient hybrid Active Directory management

Mednax, Inc. is a national health solutions partner comprised of the nation's leading providers of physician services. After the company had moved much of its environment to the Microsoft cloud, they were struggling to securely and efficiently manage distribution groups, shared mailboxes, Office 365 licenses and more. While most of the organization is cloud-only, on-premises Active Directory (AD) remains, and Mednax plans to continue operating a hybrid Microsoft environment.

THE CHALLENGE

After moving to a hybrid Microsoft Office 365 environment, the IT team at Mednax began looking for a management solution to help the organization securely manage the environment.

"We moved to Office 365 from an archaic platform, and a lot of junk got moved with the migration, like all users, all groups and built-in users and groups. We were still managing all of that junk and began to look for a way to dynamically manage this hybrid environment."

"We also considered how we could empower other groups within Mednax, such as the security team and the help desk, and keep individuals from going directly into AD to make changes that cause security issues," said Donald Donais, Enterprise Collaboration Manager at Mednax. "Ultimately we did not want to have our techs logging into Active Directory to make changes. Having the tool to act as the go between helps with security and gives us an additional level of change control. After research, we found that Cayosoft was the best solution for us."

FINDING A SOLUTION

The Mednax team has improved security and increased efficiency of hybrid user management with Cayosoft Administrator.

"We appreciate being able to do overall user management from one spot. Cayosoft Administrator is taking the place of access to AD, access to Office 365 and sometimes access to Azure AD – that 2-3 areas I'd have to go to – and now I can see it all and manage it all in one place."

CUSTOMER PROFILE

- Healthcare Industry
- 40+ years in business
- Nationwide team with 8,000+ employees & 3,000+ partners

CHALLENGE

- Simplify hybrid AD & Office 365 administration
- Enable better security controls & reduce excess privileges
- Streamline user & Microsoft license management

RESULTS

- Improved security by reducing native administrator permissions
- Moved tedious administrative tasks from senior admins to service desk
- Greatly reduced additional work created by hybrid operations
- Gained control over Microsoft license management



Mednax uses Cayosoft Administrator for numerous daily administrative tasks.

“New users get provisioned through Cayosoft Administrator and they are automatically given a license,” said Donais. “We have a rule run daily for this. We also use Administrator for creating dynamic groups, shared mailboxes, security groups, providing reports and more.”

Cayosoft Administrator enables Mednax to securely delegate day-to-day tasks to administrators and the service desk without granting them native permissions. This reduces the likelihood of insider threats and eliminates the need to grant excess privileges that may natively require global admin status.

“Today, all of our support people are using Cayosoft,” said Donais. “For example, they use Cayosoft all the time for license management. If a user needs an upgrade, say they are moving from web only to web plus desktop, the service desk can do it, and they don’t have to manually go into AD or the Office 365 Admin Console.”

“I also find Cayosoft Administrator useful for providing visibility and understanding standard user account details. I can throw a report together, for example, to help me understand who has what licenses, down to the division level and end user level. We also run reports to see if we are low on specific licenses, it will let us know so that we can get more reserved.”

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*Donald Donais,
Enterprise Collaboration Manager*

And Mednax continues to find ways to streamline their Microsoft Management.

“We are currently dabbling in self service for owners, so that group owners can manage their own groups, and we can tie that into compliance certification reviews with attestations. We’re rolling that out to all BU stakeholders who are owners for a particular group.”

KEY FEATURES & BENEFITS

- True hybrid management with a single web portal that manages both Active Directory & Office 365
- Secure delegation with strict access controls to service desk & junior administrators
- Simultaneously provision, manage, or deprovision Active Directory & Office 365 user accounts
- Visibility, assignment, & ongoing enforcement of Office 365 licenses
- Visibility & understanding of standard user account details across hybrid Microsoft environment

“Cayosoft Administrator is our one-stop shop for anything we need to do with a particular user, from provisioning to mailboxes to licenses,” said Donais. “There is a major ROI in having it. Our two engineers and myself don’t have to rush around for every request because Cayosoft enabled us to offload that administration from senior IT staff to the service desk and other day-to-day administrators.”

ABOUT CAYOSOFT

Cayosoft delivers the only unified solution enabling organizations to securely manage, continuously monitor for threats or suspect changes, and instantly recover their Microsoft platforms, including on-premises Active Directory, hybrid AD, Azure AD, Office 365, and more.

To learn more, visit cayosoft.com and be sure to follow @cayosoft on [LinkedIn](#), [Twitter](#), and [Facebook](#).