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.

In addition to his primary responsibility related to Manteca servers, Server Systems Analyst Jason Kuhn specializes in student curriculum software. This is critically important as Manteca has embarked on a "Going Digital 2015!" 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. The initiative also strives for a majority of students to have access to the digital world at home in order to extend their learning day.

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.

"Two years ago, we began with high school students getting accounts," Kuhn said. "We used PowerShell then, but daily it required hundreds of manual changes by 30 admins across the district for the first 2 weeks of class and over holiday breaks." Out of necessity, administrators would use shared student accounts, simply based on school. "This created accountability problems, as we weren't able to pinpoint exact student activity."

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 2015!"/one-device-per-child coming, having a way to efficiently and effectively manage these accounts is even more critical."

About Manteca

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

Manteca is in the midst of rolling out its **"Go Digital 2015!"** initiative, with the mission for all students to use digital devices a majority of the instructional day.

Sector/Industry

- Education

Technology

- Active Directory for authentication
- Exchange on-premises for teachers
- Office 365 for students

Business Challenge

- Need to reduce manual data entry and related errors
- Maintain & improve service level for students and staff related to account access

Solution

Cayosoft Administrator Suite:

- Cayosoft Admin Assistant
- Cayosoft Dynamic Groups
- Cayosoft Suspend for Active Directory

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."

The Chosen Solution

Cayosoft Administrator Suite

Cayosoft Admin Assistant – Enables Manteca to automate and enforce 8 core rules that perform Joins, Moves and Leaves of student accounts across Active Directory and Office 365.

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

Cayosoft Dynamic Groups – Enables Manteca to manage its 30 critical groups, one for each location that must be populated with students. Cayosoft Dynamic Groups automatically keeps those groups consistent and up to date.

Cayosoft Suspend – Efficiently locks-down accounts when a student graduates or leaves the school district permanently.

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 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.

For more information please visit us on the web at Cayosoft.com