# Manufacturer eliminates 90% of their Office 365 Hybrid administrative burden with Cayosoft®

**"We needed a more efficient way to manage our hybrid Office 365 environment.  We found that with Cayosoft."**

Sr. Analyst Global IT Services

## Introduction

The company International currently operates 29 production facilities including bottling, distilling and manufacturing facilities located strategically in 16 countries, including the United States, Scotland, Italy, France, Spain, Germany and Mexico.

With such a geographically dispersed organization, it's no surprise that the company began embracing Office 365.  After the migration to Office 365, the workload on the IT team grew substantially due to the number of requests for new accounts.

## The IT Business Challenge

The move to a hybrid Office 365 environment left the customer with the choice of adding additional employees to deal with the influx of help desk requests, or of finding another solution.

"We realized that the growth in requests after the move to O365 would require additional staffing," said Chris.

## Finding a Solution

"We needed a different solution.  We needed a way to be more efficient with our hybrid O365 environment. We found that with Cayosoft Administrator.  It gives us a centralized solution built for a hybrid environment, and it provides flexibility for our delegation model which could cover 120 sites."

"Cayosoft is purpose-built using new technologies rather than an Active Directory management solution with Office 365 features bolted onto it.  Cayosoft is quick to add new features and provides us with great support and flexibility."

"Prior to using Cayosoft, the Sr. IT team spent a majority of time performing simple, repetitive tasks generated from help desk tickets. With Cayosoft, the number of help desk tickets has significantly dropped, and we have been able to free Sr. staff from these mundane requests, giving them time to perform the higher-value tasks they should be doing.  We were able to save at least one full headcount on the team by using Cayosoft, maybe more."

## 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 the company**
Global manufacturing company, operating in sixteen countries under 200 different brands.

#### Sector/Industry
- Beverage Manufacturing

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

#### Business Challenge
- Eliminate added burden on Sr. Administrators
- Simplify Hybrid tasks for Service Desk
- Eliminate scripting & ADSI
- Reduce problems & mistakes
- Maintain & improve service levels
- Reduce license costs & Improve license assignment control

#### Chosen Solution
**Cayosoft Administrator**
- Hybrid User Lifecycle Mgt.
- Hybrid Help Desk Operations
- Recipient Management
- Office 365 License Lifecycle Mgt.
- Group Lifecycle Management
- Shared & Resource Mailboxes

## 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 an estimated 90% of the hybrid administrative burden**
- **Removed the need to distribute and maintenance scripts and ADSI Edit**
- **Simplified hybrid user provisioning, management and deprovisioning across AD, Exchange & Office 365**
- **Simplified user provisioning and management of on-premises and cloud Microsoft Assets**

## Conclusion

Cayosoft Administrator's unique hybrid architecture has allowed the customer to eliminate added hybrid administrative burden and to deliver consistent service to the organization with their existing IT 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:

# www.Cayosoft.com