

**CASE STUDY**

# **Leading Beverage Manufacturer Reduced Hybrid Active Directory Burden by 90%**

Optimization of Hybrid Enterprise Management

# Introduction

This global beverage company 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 Hybrid AD and Microsoft 365. After the migration, 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 AD 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 hybrid AD 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 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 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."*

## 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
- Microsoft 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
- Microsoft 365 License Lifecycle Mgt.
- Group Lifecycle Management
- Shared & Resource Mailboxes

# Chosen Solution – Cayoso t Administrator

Microsoft's Active Directory and hybrid AD is mission critical to this Enterprise Customer. Despite implementing Azure AD Connect and scripts, the customer needed a better solution to control their hybrid deployment. The Cayoso 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.

## Key Features & Benefits

- 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 Microsoft 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 maintain scripts and ADSI Edit
- Simplified hybrid user provisioning, management and deprovisioning across AD, Exchange & Microsoft 365
- Simplified user provisioning and management of on-premises and cloud Microsoft Assets

## Conclusion

Cayoso 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.



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

**Sr. Analyst Global IT Services**

## About Cayoso

Cayoso 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, Entra ID, Microsoft 365, Intune and more.

To learn more, visit [cayoso.com](https://cayoso.com)

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