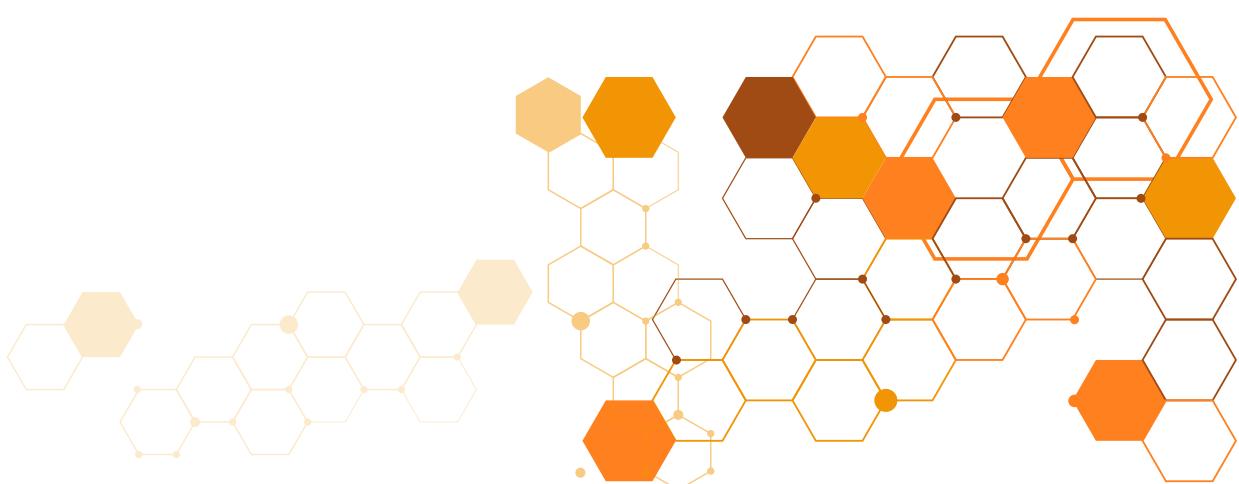Cayosoft

CASE STUDY

Citrus Health Improves IT Efficiency and Maintains Compliance

Large medical group implements Cayosoft Administrator to streamline hybrid account management and enforce security controls for HIPPA compliance.

Summary

Citrus Health Network, Inc. is a not-for-profit 501(c)(3), federally qualified community mental health center dedicated to serving mentally ill individuals and their families. Operating in a hybrid Microsoft environment since beginning its cloud transition in 2016, Citrus faces high identity churn, with frequent account provisioning and deprovisioning. As a healthcare organization, HIPAA compliance is a top priority—but with 1,200 employees and just a four-person infrastructure team, efficiency isn't optional, it's essential.

The Challenge

The move to a hybrid Microsoft 365 environment left the IT team at Citrus Health looking for a management solution to handle both cloud and on-premises management. *"We were starting our migration to M 365 and we were looking for a management solution that was optimized for hybrid environments,"* said Abiezer Fraga, IT Director. Account creation and deprovisioning was difficult and time-consuming for Citrus Health, as they had to make sure an account was properly being archived to abide by HIPAA and the required litigation holds.

"We didn't want to go through 1,000 hoops with every account," Fraga said. *"Before the move to the cloud, I literally had a folder with 20 scripts I'd run every time we created a new user."*

Finding a Solution and Partner

"We selected Cayosoft Administrator because of the focus on managing hybrid Microsoft environments," said Fraga. *"There wasn't much to compare against."*

Citrus Health now uses Cayosoft Administrator for both cloud and on-premises account provisioning and deprovisioning, plus other IT Administration and management. *"Before we had Cayosoft,"* said Fraga, *"it was me and my CIO creating Windows accounts because there were too many steps that required permissions that the help desk staff didn't have."*

Customer Profile

- Healthcare Industry

- 1,200+ employees & 150+ providers

Challenge

- Comprehensive solution for management of hybrid Office

- Current user provisioning & deprovisioning process is complex & time consuming

- Must comply with strict regulatory standards, like HIPPA

Results

- Streamlined day-to-day hybrid AD management

- Reduced reliance on scripts for account creation & removal

- Saved around a week per month with simplified user provisioning

- Greatly reduced additional work created by hybrid operations

- Maintained HIPAA compliance

The Chosen Path Forward

With delegation in Cayosoft Administrator, the help desk can now do this, as well as use Cayosoft for group management, password resets and managing mailbox permissions." "At this point, it is hard to imagine our work without Cayosoft. It's part of our manuals and official processes. Cayosoft Administrator made it possible for entry level staff to do a job that once required senior level IT resources." As a healthcare organization, Citrus Health must ensure access to information is carefully managed to maintain HIPAA compliance. "Since we started using Cayosoft Administrator, no accounts are out of compliance anymore. We still do a check every month and we never have anything out of compliance." Cayosoft Administrator has also improved efficiency and saved time for Citrus Health. "On average to create an account used to take about 2 hours, which sounds like a lot, but it was true. Now, we can delegate this to the help desk and they can create accounts in about 5 minutes. On average we create 10-20 accounts each month, so assuming the low end of 10 users, we've cut that time to create accounts from 20 hours to 1 hour with Cayosoft Administrator. "Our entire experience, from installation onward went very well. Cayosoft was with us the whole time, and when we have had issues, we've seen them resolved very quickly. We see patches and updates based on our requests, and we have recommended Cayosoft to other organizations."

Key Features & Benefits

- True hybrid management with a single web portal that manages both Active Directory & Office 365

- Simultaneously provision, manage or deprovision Active Directory & Microsoft 365 user accounts

- Delegation with strict access controls to help desk & junior IT staff

- Assignment & ongoing enforcement of Microsoft 365 licenses

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> **Abiezer Fraga**
> IT Director

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, Entra ID, Microsoft 365, Intune and more.

To learn more, visit cayosoft.com

Request a Demo