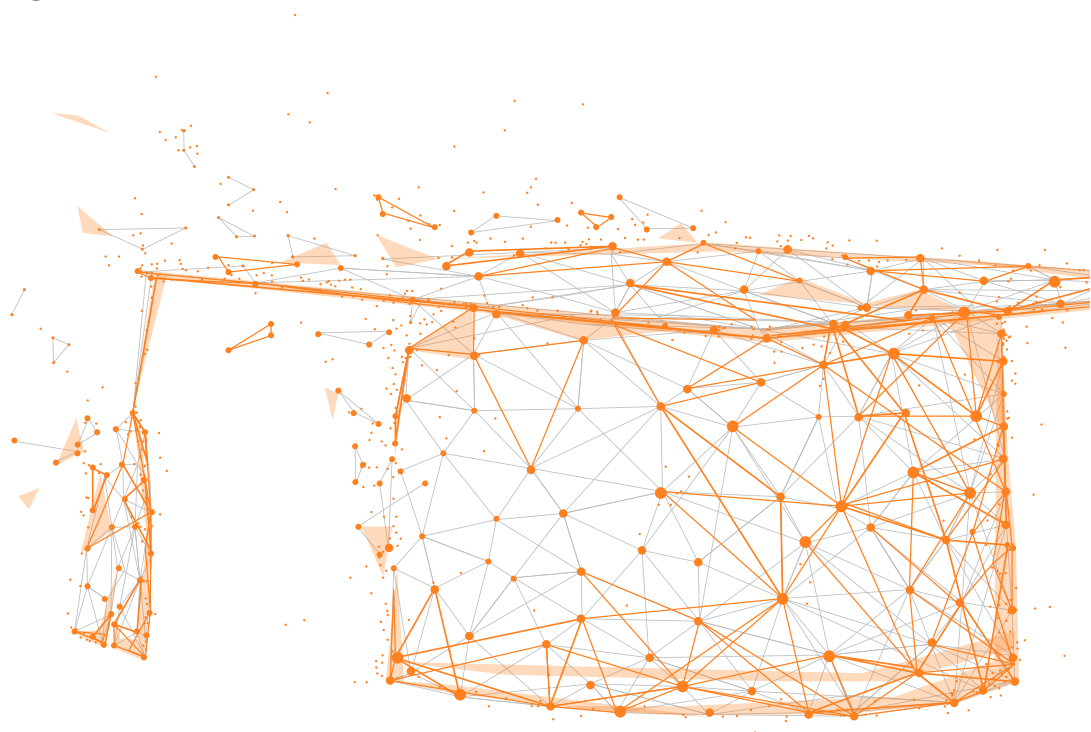Cayosoft

CASE STUDY

Manhattan Ogden School District Automates Microsoft Hybrid AD to Achieve Better Control and Efficiency

Cayosoft for True Hybrid Management

Summary

With 6,500 students in grades PK, K-12, Manhattan-Ogden Unified School District #383 is a highly rated, public school district located in Manhattan, KS.

The district was using another product for close to 1 years for the provisioning and deprovisioning of network accounts. Originally, these were Active Directory accounts with local Exchange server and then moved to a Microsoft 365 hybrid environment.

The IT Business Challenge

Previous software began to cause intermittent issues and the network department found itself spending more and more time fixing accounts. At the start of the school year, when there was many new staff and student accounts being created, the IT staff was battling numerous issues with the provisioning process. Accounts were being created, but users were getting local mailboxes instead of remote mailboxes, they were not getting the correct user groups assigned, and Microsoft 365 licensing was not being applied, among other frustrating issues. *"Support was being provided by the reseller and billed at an hourly consulting rate,"* said Todd Bryant, data manager at Manhattan-Ogden Unified School District #383. *"We had to decide to either pay consultants to upgrade all the systems and find the issues or to take time to look for another product to manage our hybrid environment."*

"We had been using the same product for so long, and spent a tremendous amount of time fine turning all of our rules exactly the way we wanted, so there were some reservations in the department about moving to a new management solution," said Bryant.

Finding a Solution

Manhattan-Ogden looked for a new solution to automate account provisioning and enable password resets for both individuals (self-service and the help desk.

The district uses their HR and student information system as the source of authority for user accounts. *"When we started running Cayosoft, I was surprised to see a number of users who were in the wrong groups and Organization Units,"* said Bryant. *"We used Cayosoft to move users into the correct OU and groups. This has fixed the issue of student and staff not receiving communication because they were not in the correct distribution group. This has also eliminated potential security concerns."*

Customer Profile

- K–12 public education Industry

- 14+ years in business

- Over 14 branches with 1800+ staff

Challenge

- Frequent provisioning issues during peak account creation periods.

- Incorrect setup of mailboxes, user groups, and Microsoft 365 licenses.

- Heavy IT workload due to recurring account problems.

- High consulting costs for support and system upgrades.

- Internal resistance to changing a long-customized system.

Results

- Streamlined onboarding for teachers and students; reduction in tedious manual work caused by errors in provisioning process

- Gained better control over group management to the end-user level for frequently changing school district

The biggest benefit to Bryant is in the automation and efficiency for him and his team.

"The more we can automate the better. When there is a new student or staff, their accounts are automatically created. And when a user changes locations, the accounts are automatically moved and they get all the correct group membership assignments."

"I was surprised how easy it was to configure Cayosoft Administrator to enforce licensing and remove local mailboxes. This year we have had a lot less calls of new students and teachers saying 'I don't see any MS 365 apps when they login', which used to happen when the license was not applied correctly. "Now, if there is issue where licenses didn't get applied, Cayosoft corrects it before the end users even notice."

Key Features & Benefits

- True hybrid management with a single web portal that manages both Active Directory and Microsoft 365
- Simultaneously provision, manage or deprovision Active Directory and Microsoft 365 user accounts
- Ongoing automated enforcement of groups and Microsoft 365 licenses
- Automation from provisioning to group and licenses management across hybrid environments to improve efficiency and security
- A system that accepted data from multiple data sources

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> *"There are probably hundreds of products that can create AD accounts and many less that can create M365 accounts. Very few (if any) that seem to understand hybrid environments like Cayosoft does."*
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> **Todd Bryant**
> Data Manager at Manhattan-Ogden Unified School District #383

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, Entra ID, Microsoft 365, Intune and more.

To learn more, visit cayosoft.com

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