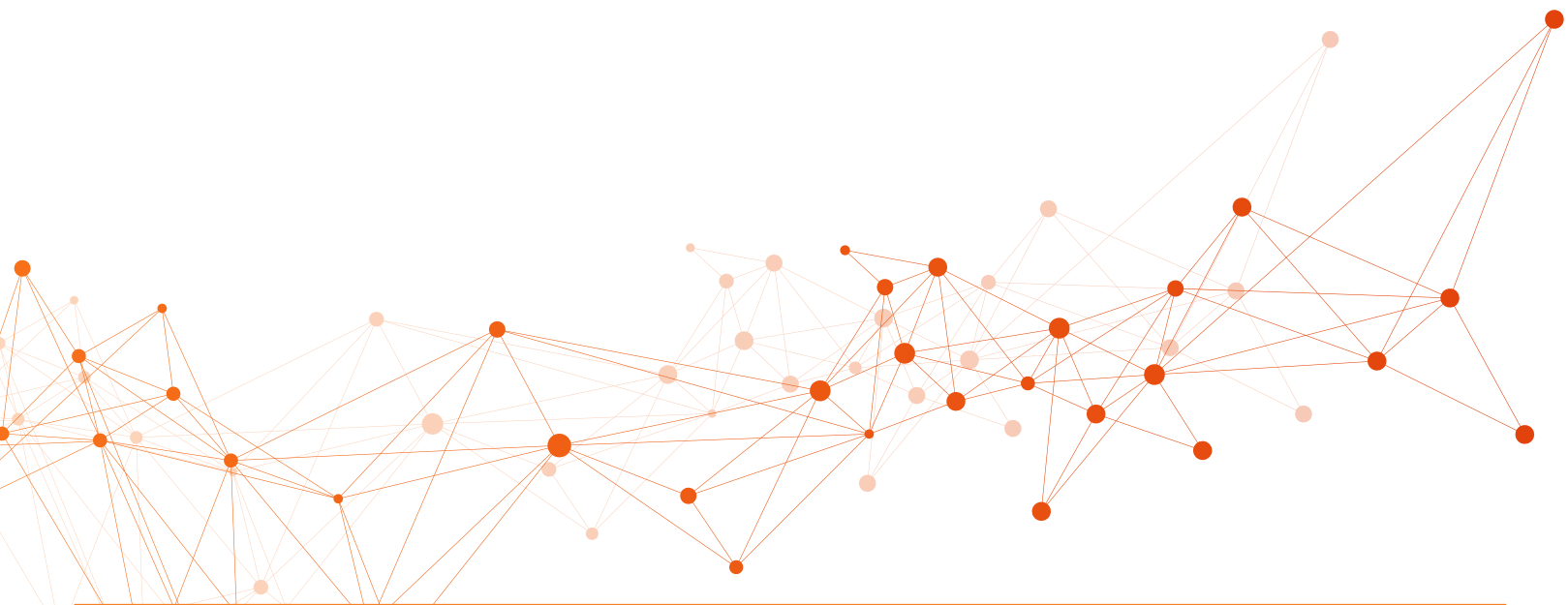Cayosoft

CASE STUDY

How Pediatrix Cut Complexity and Boosted Security Across Hybrid AD and Microsoft 365

National medical group deploys Cayosoft Administrator as one-stop shop for secure and efficient hybrid Active Directory management

Summary

Pediatrix is a national health solutions partner comprised of the nation's leading providers of physician services. After the company had moved much of its environment to the Microsoft cloud, they were struggling to securely and efficiently manage distribution groups, shared mailboxes, Microsoft 365 licenses and more. While most of the organization is cloud-only, on-premises Active Directory (AD) remains, and Pediatrix plans to continue operating a hybrid Microsoft environment.

The Challenge

After transitioning to a hybrid Microsoft environment—combining on-premises Active Directory with Microsoft 365—the IT team at Pediatrix across both platforms.

"We moved to Microsoft 365 from an archaic platform, and a lot of junk got moved with the migration, like all users, all groups and built-in users and groups. We were still managing all of that junk and began to look for a way to dynamically manage this hybrid environment."

"We also considered how we could empower other groups within Pediatrix, such as the security team and the help desk, and keep individuals from going directly into AD to make changes that cause security issues," said Donald Donais, Enterprise Collaboration Manager at Pediatrix. *"Ultimately we did not want to have our techs logging into Active Directory to make changes. Having the tool to act as the go between helps with security and gives us an additional level of change control. After research, we found that Cayosoft was the best solution for us."*

Finding a Solution

The Pediatrix team has improved security and increased efficiency of hybrid user management with Cayosoft Administrator.

"We appreciate being able to do overall user management from one spot. Cayosoft Administrator is taking the place of access to AD, access to M365 and sometimes access to Azure AD – that 2-3 areas I'd have to go to – and now I can see it all and manage it all in one place."

Pediatrix uses Cayosoft Administrator for numerous daily administrative tasks.

"New users get provisioned through Cayosoft Administrator and they are automatically given a license," said Donais. *"We have a rule run daily for this. We also use Administrator for creating dynamic groups, shared mailboxes, security groups, providing reports and more."*

Customer Profile

- Healthcare Industry

- 45+ years in business

- Nationwide team with 8,000+ employees & 3,000+ partners

Challenge

- Simplify hybrid AD & Microsoft 365 administration

- Enable better security controls & reduce excess privileges

- Streamline user & Microsoft license management

Results

- Improved security by reducing native administrator permissions

- Moved tedious administrative tasks from senior admins to service desk

- Greatly reduced additional work created by hybrid operations

- Gained control over Microsoft license management

Cayosoft Administrator enables Pediatrix to securely delegate day-to-day tasks to administrators and the service desk without granting them native permissions. This reduces the likelihood of insider threats and eliminates the need to grant excess privileges that may natively require global admin status.

"Today, all of our support people are using Cayosoft," said Donais. *"For example, they use Cayosoft all the time for license management. If a user needs an upgrade, say they are moving from web only to web plus desktop, the service desk can do it, and they don't have to manually go into AD or the M365 Admin Console."*

"I also find Cayosoft Administrator useful for providing visibility and understanding standard user account details. I can throw a report together, for example, to help me understand who has what licenses, down to the division level and end user level. We also run reports to see if we are low on specific licenses, it will let us know so that we can get more reserved."

And Pediatrix continues to find ways to streamline their Microsoft Management.

"We are currently dabbling in self service for owners, so that group owners can manage their own groups, and we can tie that into compliance certification reviews with attestations. We're rolling that out to all BU stakeholders who are owners for a particular group."

"Cayosoft Administrator is our one-stop shop for anything we need to do with a particular user, from provisioning to mailboxes to licenses," said Donais. *"There is a major ROI in having it. Our two engineers and myself don't have to rush around for every request because Cayosoft enabled us to offload that administration from senior IT staff to the service desk and other day-to-day administrators."*

Key Features & Benefits

- True hybrid management with a single web portal that manages both Active Directory & Office 365
- Secure delegation with strict access controls to service desk & junior administrators
- Simultaneously provision, manage, or deprovision Active Directory & Office 365 user accounts
- Visibility, assignment, & ongoing enforcement of M365 licenses
- Visibility & understanding of standard user account details across hybrid Microsoft environment

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>
> **Donald Donais**
> Enterprise Collaboration Manager

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, Azure AD, Microsoft 365, and more.

To learn more, visit cayosoft.com

Request a Demo