

CASE STUDY

State Achieves Secure, Scalable Hybrid Active Directory Management

Simplifying administration across 25+ domains and Microsoft 365

Summary

The Department of Information Technology (DOIT) for a large U.S. state, manages the day-to-day administration of more than twenty-five Active Directory (AD) domains that serve more than 25,000 state workers. DOIT provides both a global help desk services and assists department level administrators in performing all user, group and mailbox management tasks. In 2016, DOIT adopted a hybrid Exchange and Microsoft 365 architecture and immediately ran into a lack of capability and complexity found in the legacy administration tools. Microsoft's Active Directory, Exchange and Microsoft 365 platforms are mission critical to DOIT. As such, it was imperative to find a new solution that provided a complete offering of hybrid administration capabilities.

The Challenge

Adoptions of Microsoft 365 was impeded because the legacy AD management tools from Quest Software didn't extend well to hybrid. While the Quest tool had some of the needed features, to add these features required complex script add-ons and a synchronization that overlapped Microsoft's free Azure AD Connect. It was decided that the Quest deployment was too complex and costly for the limited capabilities it could provide. DOIT was in a difficult situation, the Quest tools were missing the features needed to deliver the hybrid help desk and hybrid administration needed for DOIT's Office 365 investment. The new solution had to provide simplified and complete management of Office 365 tasks and licenses. The solution also had to improve overall service levels, increase IT Admin efficiency, and reduce costly errors caused by mistakes or misconfigurations.

Finding a Solution

“The Quest product didn't meet our hybrid needs and was going to require a complex configuration with extra scripts and sync tools deployed and maintained. Cayosoft met our requirements with a single product that securely manages both our on-premises and hybrid Microsoft environments. The Quest replacement was simple and straight forward thanks to Cayosoft” – a senior DOIT Administrator said.



U.S. DEPARTMENT *of* STATE

Customer Profile

- Government Industry
- 25+ AD domains with 25,000+ end users

Challenge

- Legacy tool did not meet hybrid needs
- Simplify hybrid AD administration
- Reduce costly errors & improve service levels
- Solution must be easy to deploy & maintain, without the use of complex scripts

Results

- Removed hybrid Office 365 adoption bottlenecks
- Eliminated 90% of the added hybrid administrative burden
- Reduced software maintenance costs by over 30%
- Simplified user provisioning & management of both on-premises & cloud Microsoft assets

The Chosen Solution

Cayosoft Administrator was chosen by DOIT for completeness of hybrid administration capabilities, lower administrative burden, and lower operating cost. Cayosoft Administrator's unique hybrid architecture replaced the customer's legacy Quest solution, removing hybrid Microsoft 365 adoption bottlenecks. With a short deployment & configuration time, administrators could perform hybrid help desk and other day-to-day tasks with the required reduced complexity and cost and without need to hire additional staff.

With Cayosoft Administrator, over 80 legacy administration policies were consolidated into just two Cayosoft rules. Also, the extra SQL database, script add-on, and redundant sync engine, required by the legacy AD tool vendor, was eliminated. These two outcomes combined greatly reduce complexity and potential for error.

Cayosoft Administrator is the only complete solution for hybrid Microsoft enterprise management. The solution delivers secure delegation, a unified web-based interface for day-to-day admins, task automation, IT policy enforcement and lifecycle management and analysis of Office 365 licenses. Cayosoft Administrator is also the only solution with an architecture designed hybrid management solution.

Key Features & Benefits

- Comprehensive hybrid administration across AD, Exchange, & Office 365
- Simplified assignment & ongoing enforcement of Office 365 licenses
- Single web portal that unifies Active Directory, Exchange, & Microsoft 365 management
- Simultaneous provisioning or deprovisioning of users in Active Directory & Microsoft 365
- Integration with both Microsoft Azure AD Connect & Active Directory Federation Services
- Management of Exchange resource mailboxes, shared mailboxes, & mailbox security for both on-premises & cloud

The Quest product didn't meet our hybrid needs and the extra script add-on and sync product overlapped with Microsoft.

Sr. DOIT Admin
Large U.S. state

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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