

CASE STUDY

Hikma Pharmaceuticals Streamlines Hybrid Active Directory and Microsoft 365 Management for Secure Delegation and Operational Efficiency

Global pharmaceutical leader implements Cayosoft Administrator to replace fragmented native tools with centralized hybrid identity administration and secure delegation.

Summary

Hikma Pharmaceuticals is a global pharmaceutical company committed to providing high-quality medicines to millions of people worldwide. Operating a complex hybrid Microsoft environment spanning Active Directory, Microsoft Entra ID, and Microsoft 365, Hikma needed a more efficient and secure way to manage identity administration across its organization. Native tools created fragmented management experiences, limited delegation capabilities, and increased administrative overhead. With approximately 9,400 employees and a focus on maintaining strong security and operational efficiency, Hikma sought a centralized and automated approach to identity governance and administration.

The Challenge

Fragmented Tools Slowed Operations and Limited Visibility

Operating a complex hybrid environment spanning Active Directory, Microsoft Entra ID, and Microsoft 365, Hikma faced several critical challenges:

- No unified platform for managing hybrid identities
- Difficulty enforcing least-privilege access consistently
- Limited visibility into logs and identity changes
- Heavy reliance on manual processes and PowerShell scripting
- Inefficient delegation models that strained IT resources

“In our hybrid environment, native tools provided only fragmented insights, requiring us to stitch together data from multiple sources to gain meaningful visibility.”

— Abdallah Abu-Asad, Director of IT Infrastructure

The Hikma logo is displayed in a bold, red, lowercase sans-serif font.

Customer Profile

Company:

Hikma Pharmaceuticals Ltd

Industry:

Healthcare / Pharmaceuticals

Headquarters:

London, UK

Employees:

~9,400

IT Environment:

Hybrid Microsoft (Active Directory, Entra ID, Microsoft 365)

The Solution

Unified Hybrid Identity Operations with Cayosoft Administrator

Hikma selected [Cayosoft Administrator](#) as a centralized platform for managing and securing its hybrid identity ecosystem.

For over seven years, the solution has provided:

- **Single Web Console:** Unified management across Active Directory, Entra ID, and Microsoft 365
- **Secure Delegation Framework:** Role-based access that empowers the business without over-permissioning
- **Automated Identity Lifecycle Management:** Streamlined provisioning, deprovisioning, and updates across users and groups
- **Policy-Driven Governance:** Consistent enforcement of least privilege and operational controls

“Cayosoft stood out as the definitive solution capable of addressing the unique challenges of managing a hybrid environment, delivering a comprehensive solution that eliminated the need for us to look elsewhere.”

— Abdallah Abu-Asad

The Results

Operational Efficiency, Security, and Control at Scale

With Cayosoft Administrator, Hikma transformed how identity is managed across the organization:

Streamlined Operations across AD, Entra ID, and Microsoft 365

- Centralized management through a single interface
- Reduced complexity across hybrid systems
- Improved workflow flexibility and automation

Time Savings Across IT

- Delegated routine tasks to business users
- Reduced IT workload for access approvals and updates
- Enabled faster execution of identity-related tasks

Secure, Scalable Delegation

- Replaced custom PowerShell scripts with structured delegation
- Supported dynamic roles and “multiple-hat” users
- Enforced least privilege across the organization

Improved Visibility and Control

- Better insight into identity changes and activity for auditing
- Reduced reliance on fragmented logging systems
- More confident governance and compliance posture

“With Cayosoft, we adhere strictly to the principle of least privilege access, providing staff with the exact permissions required for their roles, and nothing beyond.”

— Abdallah Abu-Asad

Business Impact

Beyond operational efficiency, Hikma gained a more scalable and controlled model for hybrid Microsoft administration. Cayosoft Administrator helped IT reduce risk, improve workforce enablement, strengthen audit readiness, and support a global organization without relying on broad admin rights, fragmented tools, or manual processes.

- Faster access delivery for employees
- Reduced risk from over-permissioned administration
- More capacity for IT to focus on higher-value work
- Stronger visibility for audit and compliance needs

More consistent control across a global hybrid Microsoft environment

Why It Matters for Regulated Enterprise IT

Hikma’s success reflects broader priorities across healthcare organizations:

- **Operational Efficiency:** Automation enables lean IT teams to support large, distributed workforces
- **Security by Design:** Role-based delegation reduces risk from over-permissioned accounts
- **Hybrid Governance Continuity:** Unified identity administration ensures consistency across cloud and on-prem systems
- **Future-Ready Innovation:** A platform that evolves alongside changing regulatory and operational demands

“Cayosoft continues to innovate... proactively identifying new opportunities that evolve the platform.”

— Abdallah Abu-Asad

Key Takeaways

By adopting Cayosoft Administrator, Hikma Pharmaceuticals replaced fragmented native tools with a unified, policy-driven platform for hybrid Active Directory and Microsoft 365 identity administration thus achieving greater efficiency, stronger security, and scalable control.