Cayosoft®

CASE STUDY

WinnCompanies Automates Hybrid Active Directory Management and Saves Thousands of Hours Each Month

Summary

WinnCompanies is a leading real estate management, development, and property services company with a large, distributed workforce supporting residential, military housing, and commercial properties across the United States. With an active acquisition strategy and a hybrid Microsoft environment spanning Active Directory, Entra ID, Exchange Online, Teams, and Intune, the organization faced growing complexity in managing users, groups, and access. Supporting multiple user populations with strict standards, along with dozens of help desk technicians, made consistent administration and governance increasingly important. WinnCompanies needed a more secure, standardized, and scalable approach to hybrid identity administration.

Customer Profile

Company:
WinnCompanies

Industry:
Real Estate Management and Development

Headquarters:
Boston, Massachusetts

Employees:
5,000+

IT Environment:
Active Directory, Entra ID, Exchange Online, Teams, and Intune

Solution:
Cayosoft Administrator

The Challenge

Growing Complexity Created Operational Strain

For WinnCompanies, identity administration extended beyond simple account management. The organization supports multiple user populations, each requiring strict adherence to unique standards and operational requirements.

According to Tim Kudela, Director of IT Support at WinnCompanies, modern IT teams face a constant increase in workload and complexity. “We actually have approximately half a dozen different types of users that we have to deal with, and they require very strict adherence to certain standards."

The IT organization also needed to support numerous help desk technicians while ensuring administrative consistency and governance. Traditional Active Directory tools could not provide the level of control, delegation, and standardization required across the environment.

The Solution

Standardized Administration with Cayosoft Administrator

WinnCompanies adopted Cayosoft Administrator to centralize administration and establish consistent operational standards across its IT organization. The platform provided a controlled administrative experience that empowered technicians while maintaining governance and business requirements.

"Cayosoft Administrator has introduced so many efficiencies and so many standards we're able to uphold within IT help desk, which is traditionally very difficult when you're dealing with dozens of technicians,” said Kudela. "Administrator has enabled us to ensure that they manage our users the way we need them to be managed."

Role-Based Delegation for Just-In-Time Access

The ability to guide and constrain actions through role-based administration proved especially valuable. Cayosoft Administrator applies least-privilege, role-based access controls through configured roles and delegation rules that define who can act, what they can see and do, and where they can perform those actions. Help desk technicians work through a controlled interface with access limited to approved tasks, objects, administrative boundaries, workflows, and approval paths—without requiring broad native permissions in Active Directory, Entra ID, or Microsoft 365. This enables WinnCompanies to delegate routine work safely, enforce consistent policies, and maintain searchable records of who changed what, when, and why.

> ***"We can ensure within that interface they're only able to do what we need them to do the way we want them to do it. That's something we cannot get with any other product from anyone else."***
>
> **Tim Kudela, Director of IT Support Services**

Bringing Order to Group Management Through Automation and Continuous Governance

As WinnCompanies grew and business requirements changed, keeping group memberships and access aligned became increasingly difficult. Manual updates were time-consuming, hard to sustain, and left IT continually responding to change. "In our organization, it's unfortunately pretty chaotic," said Kudela.

Cayosoft Administrator gives the team a more scalable way to manage that complexity. Dynamic groups automatically evaluate policy-based rules and update membership as user attributes and business conditions change, replacing repetitive manual work with continuously enforced governance.

> *"Being able to use dynamic group functionality within Cayosoft Administrator has enabled us to control that chaos in a way that the business appreciates and can stay engaged with us on."*

The team can build policies and rules in minutes, then rely on Cayosoft Administrator to maintain the right group memberships over time. This keeps access aligned with business requirements, reduces administrative effort, and gives the business a consistent way to stay involved in governance.

> *"We're able to build policies and rules for groups in minutes, and now we have rules that keep those groups maintained properly every hour, of every day, of every month, of every year."*

By replacing manual updates, scripts, and fragmented workflows with repeatable automation, WinnCompanies can manage groups more consistently while allowing IT to focus on higher-value work.

The Benefit

Thousands of Hours Saved Every Month

With Cayosoft Administrator, the team standardized identity administration, automated critical processes, and enabled secure delegation, while enabling help desk technicians to work efficiently within governed, role-based guardrails, saving thousands of hours each month.

Key outcomes include:

- Standardized identity administration across dozens of technicians
- Reduced administrative inconsistency
- Automated group management and policy maintenance
- Secure delegation without sacrificing control
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- Better alignment between business requirements and IT execution
- Significant operational time savings

Most importantly, the organization dramatically reduced the manual effort required to manage identity-related tasks.

The result is an IT organization that can support growing business demands without increasing operational complexity.

> *"Cayosoft has really saved us thousands of hours every month, honestly, with how much we have to do."*

A Partnership Built for Long-Term Growth

For Tim Kudela, the value extends beyond the technology itself.

> *"Cayosoft really came to show what they've always been about and what I've always believed in them, which is they're here to represent me and my needs and make sure that as my business evolves, as my IT organization evolves, Cayosoft is ensuring that they're keeping up with us and they're staying ahead of us."*

He also highlighted Cayosoft's commitment to continually evolving alongside customer requirements. "They're evolving the product to always meet our needs when we come to them."

Key Takeaways

By adopting Cayosoft Administrator, WinnCompanies standardized identity administration across its distributed IT help desk, automated ongoing group governance, and enabled secure delegation with built-in guardrails. Centralizing hybrid identity management through one platform reduced administrative effort, saved thousands of hours each month, and provided a scalable foundation to support future business growth.