



Cimarron improves help desk productivity and cuts expenses using AD360

Company:
Cimarron

Industry:
Technology

Location:
The Woodlands, Texas

About Cimarron

Founded in 1981, Cimarron Software Services, Inc. is an innovative global technology company with a strategic partnering approach to providing customer-driven solutions. Cimarron has worked with NASA to provide real-time development solutions for the Mission Control Center, along with other branches of government. As a result, Cimarron has built a corporate infrastructure to effectively provide engineering services to both government and commercial clients. Cimarron's team of experts specialize in supporting engineering teams, with experience in process automation, manufacturing planning, engineering design, and all aspects of the systems engineering life cycle.

The business challenge: Active Directory management issues due to a complex in-house system

Managing Active Directory (AD) is a complex, burdensome, and error-prone activity for any administrator. Without the right tools in place, mismanaging AD can lead to security risks and affect employee productivity. The custom, in-house AD system Cimarron was using required a great deal of manpower for AD management and failed to meet their IT staff's requirements. After struggling to provision users and manage users' passwords, Cimarron's administrators started looking for a commercial off-the-shelf (COTS) solution to reduce costs and manage their Active Directory more efficiently.

Tim Deibel, IT infrastructure and service manager at Cimarron, said, "We built and maintained our own account management system in-house, but have downsized our corporate IT team over the past several years. This led to a COTS solution being a bit more desirable."

The solution: Cimarron opts for a trusted solution—AD360

At this point, Cimarron knew they needed a COTS solution to improve productivity and cut costs. They searched for a dependable solution that could be trusted with business-critical activities such as AD management. The IT team decided on ManageEngine's integrated identity and access management (IAM) solution, AD360, after hearing good reviews from one of their own customers.

"AD360 is used by one of our primary customers, as well as one of our PaaS vendors, which made it familiar to the administrative users as well as end users," said Deibel.

How AD360 helps: Effortless user provisioning and deprovisioning combined with self-service features

AD360 is a combination of five different tools, two of which Cimarron put in place immediately. They started using the AD management and reporting module to ease employee onboarding and offboarding. A few key features from this module include bulk provisioning and deprovisioning of accounts via CSV import and predefined templates. Using these methods, Cimarron's administrators can now create AD accounts for multiple users in one go with all the necessary attributes in place. They can also create accounts for Office 365, G Suite, Exchange, and Skype for Business in a single click while adding users to AD.

"AD360 provides a straightforward, customizable interface for account management in terms of onboarding and offboarding of employees," said Deibel.

Another major issue that Cimarron faced was the number of password reset tickets their IT help desk received. There were too many calls related to password issues, which affected productivity and increased help desk costs. Cimarron implemented AD360's powerful password self-service module to empower end users to reset their passwords without help desk intervention. With multiple multi-factor authentication methods, including Duo Security, RSA SecurID, RADIUS, SMS and email-based verification codes, as well as biometric authentication, AD360 verifies users' identities before they are granted access to reset their password. Users can also update their own account details, such as their mobile number, address, and department, in AD.

Diebel said, "AD360 allows us to empower our users to manage their account details using Password Self-Service, which saves [a] significant amount of time in dealing with help desk calls for account resets."

He also praised the support team for helping him successfully deploy and set up AD360 in Cimarron's environment: "AD360 was fairly easy to get up and running, and the technical support was satisfactory, helping us when we ran into troubles during the pilot phase and testing."

Result: Increased productivity and cost savings

Although Cimarron is still working on deploying more of AD360's modules, they are happy with how things are going. AD360 has helped them move away from a complex in-house system, and has made account and password management in Active Directory a lot easier. AD360 has helped Cimarron improve their productivity and cut costs. In fact, both administrative users and end users alike have benefited immensely from using AD360. "We feel AD360 will increase our productivity as a help desk organization, as well as overall cost savings. From an end user perspective, AD360 makes password management much simpler," Diebel said.

About AD360

AD360 is an integrated identity and access management (IAM) solution that allows you to provision, modify, and deprovision users' identities, and control user access to network resources. It lets you do all these across on-premises Active Directory, Exchange Servers, and cloud applications from a centralized console. AD360 also provides real-time auditing and prebuilt compliance reports on Active Directory, Exchange, and Office 365.

For more information,
please visit www.manageengine.com/active-directory-360