

**AD360 helps HEART Trust
increase productivity by automating routine
Active Directory management tasks**

Company: HEART Trust/NTA

Industry: Human Resource Development and Training

Location: Jamaica



“AD360 increased our productivity by
automating our routine tasks”

- David H Skyers

System Engineer, HEART Trust/NTA



Challenges

Complex infrastructure: With a single domain, 10 domain controllers, about 1500 users who are grouped into 500 groups, and about 4000 computers within the company to work with, HEART Trust faced challenges in managing their Active Directory (AD) infrastructure.

Secured AD auditing: Performing AD auditing using the help of third party vendors was not a good idea for HEART Trust, NTA as they would risk their network security exposing company's security policies, framework and vulnerabilities which may increase the potential security attack on the network.

Bulk user management: For a training and human resource development company like HEART Trust, managing their contract employee records, allocating assets, provisioning and deprovisioning of AD objects to them is no picnic. To track all inactive, disabled and expired AD objects such as user accounts and computers, HEART Trust/NTA's sysadmin team relied heavily on scripts and programming capabilities which were inefficient and time consuming.

Network security and AD changes: Further, the sysadmin team was unable to identify and isolate network activities that happened as a consequence of an AD change. The lack of comprehensive bird's eye view of their network infrastructure left them clueless on how to seal security loopholes.

Automating routine tasks: Adding on to that, managing account lockouts was troublesome and the team was out of the depth in identifying the source of account lockouts.



Requirement

At this point of time, HEART Trust, NTA needed a comprehensive solution that helps in

- Seamless AD auditing
- Managing AD infrastructure
- Automating routine tasks



How AD360 addressed these problems head-on

The seamless integration of Active Directory management solution - ADManager Plus, Active Directory auditing and reporting tool - ADAudit Plus, and end user password reset tool - ADSelfService Plus into a comprehensive suite - AD360 helped HEART Trust NTA to

- Manage its contract employee AD structure at ease by automating user lifecycle management and AD clean up with out-of-the-box reports from ADManager Plus

Customer quote:



ADManager Plus is a lifesaver on crucial times where we had to employ multiple resources to perform bulk operations in AD especially automating tasks and it is cost-effective.

- Analyze the knock-on effect on network security that is caused due to AD changes with real-time alert notifications and predefined reports from ADAudit Plus

Customer quote:



ADAudit Plus is an uncompromising solution to comply with stricter regulations on security

- Instantly identify the source computer from which the account lockout had happened with Account Lockout Analyzer from ADAudit Plus
- Automate password resets with an intuitive, end-user friendly ADSelfService Plus tool

Customer quote:



Almost 95% of calls have been reduced in regards to end-user complaints about their account lockouts and password reset using ADSelfService Plus



A win over Dell Kace:

Before choosing AD360, HEART Trust, NTA had evaluated Dell Kace. AD360 won the deal hands down with its

- Simple deployment process
- Easy to use navigation
- Intuitive out-of-the-box reports
- integrated AD management, self-service portal, AD auditing components