

Case Study

# AD360 helps Riverside County IT team streamline their manual IT tasks

Company: Riverside County IT | Industry: Government | Location: California

## About the organization

Riverside County is the fourth-most populous county in California with a population of 2,417,224. Their IT department caters to around 3000 employees who work for 46 agencies throughout the county. They support over 18,000 users and employ over 500 staff to take care of their IT needs.

## Business challenge:

With over 3000 employees to cater to, the IT department of RCIT was finding it difficult to provision and deprovision users. Their methods heavily relied on manual efforts thereby making the process both mundane and error prone. That is when Gloria from RCIT's administration team decided to implement an Active Directory management and reporting solution that would help them greatly with routine IT tasks such as provisioning and deprovisioning users in Active Directory and in Office 365, assigning and revoking O365 licenses and more.



AD360 makes Identity Management so much easier. The fact that everything that one needs for AD management is in one place, makes it the only solution that we'd want for all our IT needs. You can customize the product to make it fit for your necessity. Our experience with the technical support and training teams have been nothing short of incredible.



Gloria, RCIT

## How AD360 addressed the issue

Once RCIT employed AD360's AD management module to take care of their repetitive yet critical IT management tasks, they started seeing results immediately. While it would take them hours to provision and deprovision users, it now took them only a few minutes. Another major advantage was, AD360 let RCIT assign the helpdesk team with only limited privileges. The last thing that they would want is for everyone in the IT team to have global admin rights.

AD360 also helped the IAM team make onboarding of users across target systems quite effortless with context-aware user creation-templates that can pre-populate relevant user data for respective attributes. While the process would normally take anywhere between 10-15 minutes for a single user, with AD360 by their side, it now takes them just a few clicks to create multiple users with values directly from their help desk application.

When asked about what feature that helped them the most, Gloria had this to say

Apart from direct benefits, the solution has also helped free up the IT personnel's time allowing them to focus on more critical tasks that require their expertise. The time spent on servicing such repetitive tickets has reduced manifold and has helped the IT team greatly improve employee satisfaction.

On the whole, AD360 has simplified the lives of RCIT's IT staff and they would have no hesitation to recommend ManageEngine products to any of their contemporaries.

## About AD360

AD360 is an integrated identity and access management (IAM) solution for managing user identities, governing access to resources, enforcing security, and ensuring compliance. From user provisioning, self-service password management, and Active Directory change monitoring, to single sign-on (SSO) for enterprise applications, AD360 helps you perform all your IAM tasks with a simple, easy-to-use interface.

AD360 provides all these functionalities for Windows Active Directory, Exchange Servers, and Office 365. With AD360, you can just choose the modules you need and start addressing IAM challenges across on-premises, cloud, and hybrid environments from within a single console.

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