

kdc/one
**embraces automation,
saves time and effort,
with ManageEngine**



Products used:

kdc/one

Headquarters:
Longueuil, Quebec

Industry:
Beauty, personal care, and home care

Year founded:
1990

Employees:
15,000 globally

ManageEngine
ADManager Plus

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ManageEngine
ADAudit Plus

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ManageEngine
ServiceDesk Plus

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ManageEngine
Endpoint Central

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Password Manager Pro

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Analytics Plus

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Key highlights



Assigns licenses in a
single click, down from 20

Automates the creation and
termination of users

Provides granular-level visibility
into Active Directory

A global R&D and manufacturing behemoth for leading cosmetic brands

kdc/one is a global provider of value-added solutions to many of the world's leading brands in the beauty, personal care, and home care categories. kdc/one has 26 R&D centers, serving 1,000 different brand names and over 3,000 products co-developed annually. They partner closely with customers as a critical enabler of their success through the various stages of ideation, formulation, design, packaging, and manufacturing for products.

We sat down with Cedrick Tshibamba—senior system administrator at kdc/one since 2015—to understand how kdc/one crossed paths with ManageEngine. We wanted to better understand what were the critical issues kdc/one faced, as well as the state of their present-day IT operations.

He shares that their relationship with ManageEngine goes back several years, starting with ServiceDesk Plus in 2017. They soon realized they would need a tool for patching devices and turned to ManageEngine again, having loved the experience using ServiceDesk Plus. With the company growing rapidly across continents, this was only the tip of the iceberg.

The challenge: Manual and time-consuming IT tasks

kdc/one had a manual process to create and terminate users. With many applications and domains, it took them more than half a day to do it using Microsoft PowerShell and Excel. Cedrick shares an instance where the HR manager had reached out to his team to terminate the account of a shift employee at 4am. It was difficult for them to create and terminate users manually, especially at odd hours.

Adding licenses to new users took them 20 clicks on Microsoft Office 365. It was a time-consuming process, and doing it on a daily basis—with their business growing by the day—was just not feasible in the long run.

Another cause of worry for kdc/one was that they did not have any proper visibility into user activities on Active Directory (AD). They had system administrators spread across the globe handling user accounts. Sometimes, a user would lose access to groups or attributes, so it was hard to understand which system administrator triggered that change and why. To audit this activity, they had to go to Windows Event Viewer and run a PowerShell script, eating away a lot of their time.

The tools: ManageEngine ADManager Plus and ADAudit Plus

It came to a point where Cedrick had to look for alternate vendors to support their growing IT needs. Microsoft was just not the right fit.

Cedric again turned to ManageEngine to address the challenges of AD user management. He evaluated ADManager Plus and ADAudit Plus and was blown away by the simplicity and power of the software.



The outcome: Embracing automation, saving time and effort

With ADManager Plus, kd%ne is leveraging its automation capabilities to create and terminate users, which used to take them almost half a day using Microsoft PowerShell and Excel. The productivity of their IT team has stupendously increased, allowing them to focus on other critical IT challenges and meet tight deadlines without a sweat. The Microsoft Office 365 integration with ADManager Plus allows them to assign licenses to new users in a single click, down from 20.

kd%ne now has complete visibility into their AD activities using ADAudit Plus. It lets them track which administrator added or deleted groups and also helps them secure their AD environment with user behaviour analytics (UBA).



"Whenever there is a new user, I go to Office 365 and take 20 clicks to assign a license. I recently found out that we can do it within one click using ADManager Plus. [I]t's lifesaving. I love it."

- Cedrick Tshibamba,
Senior systems administrator,
kdc/one



Looking ahead

kdc/one has come a long way in terms on managing its IT. The transition from manually managing administrator activities to automating them was much needed, empowering the administrators to do much more in less time and helping the organization scale. They are now evaluating other ManageEngine tools to achieve greater efficiency and visibility.

Cedrick concludes by saying, "It's [ManageEngine tools] not Microsoft, it's not anything else, it's different. I love it."

About ManageEngine

ManageEngine is a division of Zoho Corporation that offers comprehensive on-premises and cloud-native IT and security operations management solutions for global organizations and managed service providers. Established and emerging enterprises—including nine of every 10 Fortune 100 organizations—rely on ManageEngine's real-time IT management tools to ensure the optimal performance of their IT infrastructure, including networks, servers, applications, endpoints and more. ManageEngine has 18 data centers, 20 offices and 200+ channel partners worldwide to help organizations tightly align their business to IT.



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