



ManageEngine   
M365 Manager Plus

# Use cases

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## About M365 Manager Plus

M365 Manager Plus is ManageEngine's exclusive tool for Microsoft 365 administration and security. This tool provides built-in reports to audit and analyze user activities in Exchange Online, Azure AD, OneDrive for Business, SharePoint Online, Microsoft Teams, and other Microsoft 365 services.

Using M365 Manager Plus, you can effortlessly automate bulk user and mailbox management as well as threat remediation. This tool sends real-time email alerts about critical user activities and service health degradation. It takes help desk delegation to the next level with its ability to create custom help desk roles and virtual tenants.

Unlike the Microsoft 365 Admin Center, M365 Manager Plus' user-friendly UI eliminates the need to juggle multiple windows for multiple operations. All the Microsoft 365 reporting, auditing, management, security, and automation features can be accessed from a single window, and no PowerShell scripts are required to use this tool.

Case 1

# Simplifying privileged account management

Effectively managing privileged user accounts in a single tenant can be tedious, slow, and challenging with the native Microsoft 365 Admin Center, especially when it comes to narrowing down report generation and management tasks..And what's worse is that granular delegation of permissions is a tedious process since admins have to be given elevated permissions over a large portion of the organization, even if they only need permissions for a specific group of users. This could potentially compromise the security of the tenant if not done correctly as this makes it easier for admins to abuse their privileges.

## How M365 Manager Plus helps

With M365 Manager Plus' Virtual Tenants, you can segment your tenants with multiple departments, teams, projects, or user groups into smaller Virtual Tenants, and empower designated technicians with granular management and data collection privileges. By doing so, you can streamline your Microsoft 365 administration and ensure that permissions granted can only be used for their intended purposes.

- **Dynamic object filtering:** Automatically segment objects to particular Virtual Tenants based on your needs. Create Virtual Tenants based on various factors, such as users that have access to particular services or objects from a specific usage location. Centralize all of your privileged accounts for convenient report generation, task completion, and regular auditing—excluding the need to process through other accounts, saving valuable time and resources.
- **Secure, non-invasive delegation:** Assign specific roles and minimal permissions to technicians based on their responsibilities. Use Virtual Tenants to limit their access to necessary objects, preventing unauthorized modifications while still enabling them to perform only the tasks they are assigned without any issues.

- **Swift data generation and execution:** Segment your privileged accounts or specific objects into Virtual Tenants to streamline report and audit generation. Divide your tenants into smaller groups to streamline your tasks more efficiently than Entra ID administrative units, reducing bottlenecks and delays for tasks across different parts of the organization.
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Case 2

# Automating employee onboarding

User onboarding is a process that often spans multiple departments, including HR, finance, and the new employee's department. As a result, user provisioning becomes a complex, time-consuming, and often error-prone process, especially when a high number of users need to be onboarded.

The Microsoft 365 Admin Center cannot automatically assign licenses and roles when a user account is created. This means whenever new employees join the workforce, admins have to create user accounts manually, assign Microsoft 365 licenses, delegate roles, provide permissions to resources, add them to groups, and perform other mandatory actions separately. This is where automated user provisioning comes into play.

## How M365 Manager Plus helps

With M365 Manager Plus, administrators can set up policies to automatically create accounts for new employees. M365 Manager Plus is a GUI-based tool that simplifies user provisioning tasks. This tool offers two options to simplify the user provisioning process: automation and user creation templates.

- **Create automation policies:** Using automation policies, you can automate multiple user management tasks simultaneously. M365 Manager Plus offers automation for user provisioning tasks such as blocking users, license modification, creation of users with or without licenses, role assignments, deleting users, restoring users, and more.
- **Template-based user creation:** Preconfigure standard values and settings such as password complexity, office address, group membership, and permission to resources, leaving only variables like username, personal mobile number, and personal address for help desk technicians to enter.
- **Automate bulk user account creation:** Configure automation policies to create user accounts for multiple users by using templates or importing users from a CSV file, which will automatically create accounts whenever a new entry is added to the CSV.
- **Automated group membership management:** Assign group memberships for users during provisioning with customizable templates.

Case 3

# Cleaning up stale user accounts

When a user leaves an organization, all the accounts associated with that user should be properly removed, as per the organization's policies. However, some of these unused, stale accounts may slip through the cracks. All it takes is one inactive admin account to unlock the potential for a data breach. Periodically keeping an eye out for stale accounts and properly disposing of them requires time and effort, especially if you plan to do this on your own.

## How M365 Manager Plus helps

With M365 Manager Plus, you can automatically identify and clean up inactive, disabled, and expired user accounts as well as groups without members. This way, you can ensure security gaps created by stale Microsoft 365 accounts aren't exploited by attackers.

- **Automate identification and deletion of inactive accounts:** Set up schedulers to automatically scan Microsoft 365 for inactive user accounts based on last logon time, disabled accounts, or expired accounts, and then delete them.
- **Configure a complete account cleanup policy:** Create a policy to revoke all the user's permissions, remove the user from groups, hide the user from the address list, and automatically perform other necessary tasks when a user account is deleted.

Case 4

# Auditing user logon activities

Auditing user logon activities in Microsoft 365 helps you identify inactive user accounts, account logins after business hours, and much more. However, the audit reports provided by Microsoft 365 come with several drawbacks. On top of that, it takes time to pull the complete report given a sheer number of logs generated every minute.

## How M365 Manager Plus helps

M365 Manager Plus consolidates all logon actions by users and shows them in prepackaged reports.

- **Comprehensive reports on user logons:** Get built-in reports on logon failures, successful logons, external user logons, and OWA logons.
- **Real-time alerts:** Receive real-time alerts via email whenever a logon activity, such as a logon failure due to a bad password or a user account logon during non-business hours, occurs.



Case 5

# Automating compliance management

No matter what industry you belong to, there is a good chance that your organization falls under the purview of at least one compliance mandate such as SOX, HIPAA, the PCI DSS, FISMA, or the GLBA. Most of today's compliance audits are done as point-in-time audits, meaning that once a year (at least) reports are generated on the desired security settings and configurations.

In order to uphold compliance effectively and ensure proper security measures are in place, you need to constantly generate reports to establish whether the changes to Microsoft 365 objects and security settings are in accordance with compliance laws.

## How M365 Manager Plus helps

- **Prepackaged compliance reports:** M365 Manager Plus comes prepackaged with reports that are specific to each compliance law.
- **Create custom reports:** You can even create your own custom reports or simply customize the prepackaged reports to meet specific requirements for compliance.
- **Automate compliance report generation:** M365 Manager Plus comes with a powerful scheduler that you can use to generate compliance reports at periodic intervals automatically and email them to relevant individuals.
- **Back up Exchange Online data:** Stay compliant with major regulations like SOX by backing up and restoring your email data conveniently.

Case 6

# Backing up crucial communications

In any environment, communication is key. With the increase in the size of organizations, the difficulty of managing, organizing, and storing messages, invites, reminders, and other correspondence also keeps rising. Backing these up is not only crucial for maintaining compliance, but it also serves as a valuable reference to resolve problems that may arise in the future. This promotes transparency and accountability within the organization while also helping in decision-making and collaboration.

For Microsoft 365 environments, Exchange Online is a crucial communication platform. When it comes to objects like messages, emails, calendars, events, tasks, and invites, backing them up and restoring them is impossible with native tools. However, we have just the right tool for the job.

## How M365 Manager Plus helps

- **Incremental backups:** Swiftly back up all of your Exchange Online objects without compromising on disk space by only backing up the changes made since your last backup.
- **Strong encryption:** Your Exchange Online backup can be secured with encryption to help you stay compliant with major regulations.
- **Granular restoration:** Choose specific items for restoration, such as emails, calendar entries, contacts, journals, notes, posts, and tasks. Save backups as distinct versions, enabling comparison to track changes between different backup versions.
- **Customized retention:** Set up custom retention periods to discard backups older than what is required. You can also archive them as PST files after the retention period instead of deleting them.

Case 7

# Managing Microsoft 365 licenses efficiently

Mismanagement of Microsoft 365 licenses can substantially contribute to a company's operational costs. It's necessary to understand user requirements before assigning employees licenses, and to keep an eye on inactive users and unused Microsoft 365 licenses to optimize license management. This is important as specific departments and levels of employees in an organization will have their own set of requirements, or some may not have any need for Microsoft 365 applications for their workflow.

Let's take the security and sales teams in an organization as examples. The security team will require access to compliance management tools like PureView and E-discovery, but they wouldn't need PowerBI or Office 365 apps as much. The sales team, on the other hand, needs access to communication tools like Microsoft Teams and Exchange Online more than compliance tools. These two teams would never need access to Entra ID or Universal Print. Therefore, a cost-effective approach would be to procure and assign only certain licenses to certain teams. However, doing the same assignment for individual users in the Microsoft 365 Admin Center is a mundane and exhausting task for administrators with huge work loads.

Unlike the Microsoft 365 Admin Center, M365 Manager Plus helps add, remove, and change Microsoft 365 licenses in bulk, without having to use a single PowerShell script.

## How M365 Manager Plus helps

- **Remove licenses of inactive Microsoft 365 users:** Idle Microsoft 365 users still consume Microsoft 365 licenses, adding to business costs. Using the Inactive Mailboxes report in M365 Manager Plus, admins can find idle user accounts and remove their licenses.
- **Add Microsoft 365 licenses to unlicensed users:** Admins can find users who don't have a Microsoft 365 license with the Unlicensed Users report using the Advanced Filter option. It's easy to identify users based on their job title, department, city, and other attributes, and then add the Microsoft 365 licenses they need.

Case 8

# Planning contingencies for Microsoft 365 service disruptions

There are many advantages to Microsoft 365 being a cloud solution. However, there is one disadvantage that is shared across all users: service disruptions. Being a cloud solution, the availability and maintenance of Microsoft 365 services is not under the control of organizations. In this case, receiving timely information about service disruptions becomes challenging. The native service portal can send you notifications, but it lacks user action prompts and other important information that needs your immediate attention. And, it would benefit from being more responsive.

M365 Manager Plus' monitoring capabilities help detect a service outage in any Microsoft 365 service, even before the native portal notices it. This early detection equips administrative teams with crucial information, enabling them to swiftly initiate effective mitigation strategies, like redirecting to alternate services or using alternate communication channels. Furthermore, they can get valuable insights on the service failures to prove their compliance or plan for downtime in the future.

## How M365 Manager Plus helps

- **Support for major Microsoft 365 services:** M365 Manager Plus monitors your Exchange Online, Azure AD, OneDrive for Business, Microsoft Teams, and other Microsoft 365 services around the clock and notifies you immediately about any service outages.
- **Activity and endpoint monitoring:** Monitor factors other than service health that can affect your environment, like changes to permissions, file sharing activities, and user activity, along with endpoint health monitoring.
- **Reports on monitoring data:** Access insights on past monitoring data older than 30 days and export them to PDF, HTML, XLSX, or CSV file formats, all without PowerShell scripting.

# Highlights of M365 Manager Plus



**Microsoft 365 reporting:** Gain valuable insights into Exchange Online, Azure AD, SharePoint Online, OneDrive for Business, Microsoft Teams, and other services with over 700 exhaustive, preconfigured reports.



**Microsoft 365 management:** Create user accounts in bulk; reset passwords; assign or remove licenses; add members to groups; and perform other mailbox, user, group, and contact management tasks effortlessly.



**Microsoft 365 auditing and alerting:** Track all the user and admin activities in your Microsoft 365 environment, and get instant email notifications on any permission changes, role changes, an unusual number of failed logons, and other critical activities.



**Microsoft 365 monitoring:** Monitor the health and performance of Microsoft 365 features and endpoints around the clock, and receive instant email notifications upon service outages.



**Microsoft 365 automation:** Automate user account onboarding, stale account cleanup, license management, and other essential user and mailbox management tasks with automation policies.



**Microsoft 365 security:** Search for emails with personally identifiable information, insider information, or malicious content to ensure email security and compliance with regulatory mandates. Create schedules to automate searches, and receive search results via email.



**Help desk delegation:** Create custom roles and delegate them to non-administrative users and groups to reduce the workload of Microsoft 365 admins. Audit admin and technician activities with built-in reports.

**ManageEngine**  
**M365 Manager Plus**

ManageEngine M365 Manager Plus is a web-based, one-stop solution for Microsoft 365 reporting, auditing, management and monitoring that helps simplify Microsoft 365 governance, administration and security. M365 Manager Plus enables admins to gain visibility into various Microsoft 365 components and display key insights through more than 700 out-of-the-box reports. It eliminates the need for writing complex PowerShell scripts and reduces costs associated with administering Microsoft 365. For more information about M365 Manager Plus, visit [www.manageengine.com/microsoft-365-management-reporting/](http://www.manageengine.com/microsoft-365-management-reporting/).

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