
Integrations Available in ADManager Plus



Introduction

Every organization, at some point in time, will deploy multiple applications to meet various IT needs. For holistic IT management, it's important to integrate at least some of these critical applications. ADManager Plus integrates with many important IT applications, including those listed below, to centralize and simplify Active Directory management:

1. Help desk applications
2. Databases used by HR applications
3. Human resource management systems
4. Security information and event management applications
5. Password self-service management tools

In addition to these built-in integrations, ADManager Plus offers REST application programming interfaces (APIs) to integrate with other third-party or in-house applications.



1. Integration with help desk applications

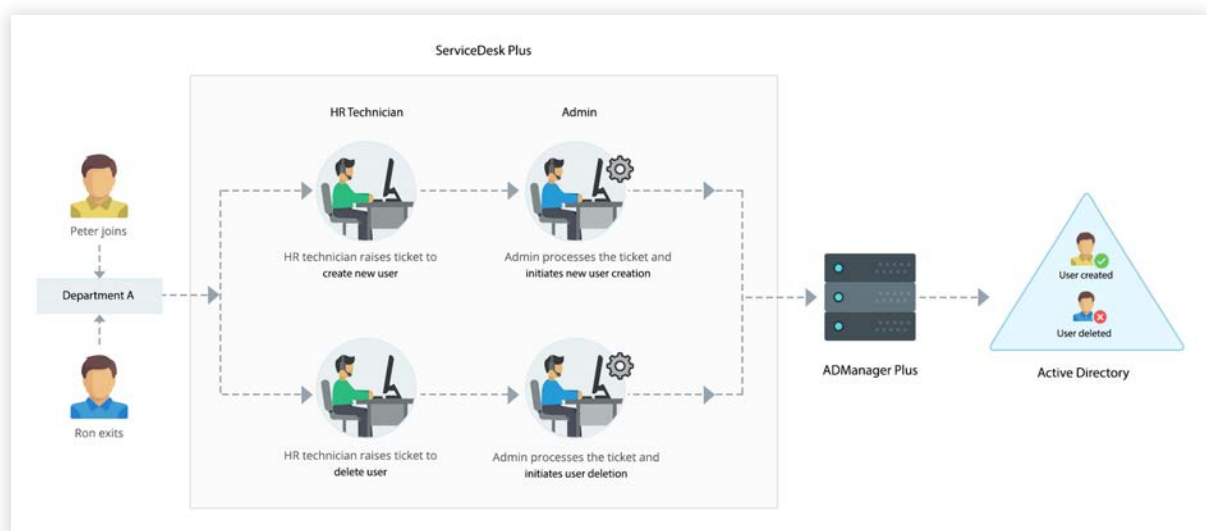
ADManager Plus' integration with help desk tools helps AD administrators and technicians carry out AD management actions without using multiple tools. ADManager Plus currently integrates with ServiceDesk Plus, Zendesk, and ServiceNow. Thanks to these integrations, help desk technicians can simultaneously provision user accounts in AD, Office 365, G Suite, Exchange, and Skype for Business using templates; reset AD users' passwords; and perform a variety of management actions—all without leaving their help desk console.

1.1. ServiceDesk Plus

ServiceDesk Plus—integrated help desk and asset management software—helps IT teams efficiently manage IT tickets. After configuring the required settings in both ServiceDesk Plus and ADManager Plus, administrators can effortlessly perform AD management tasks from ServiceDesk Plus itself. With this integration, the following AD management actions can be performed from

ServiceDesk Plus:

- ◆ Create and delete AD user accounts.
- ◆ Reset users' passwords.
- ◆ Enable, disable, and unlock user accounts.
- ◆ Modify users' department information and managers.
- ◆ Alter group membership details by adding or removing user accounts from groups.
- ◆ Set or remove folder permissions.



1.2 ServiceNow

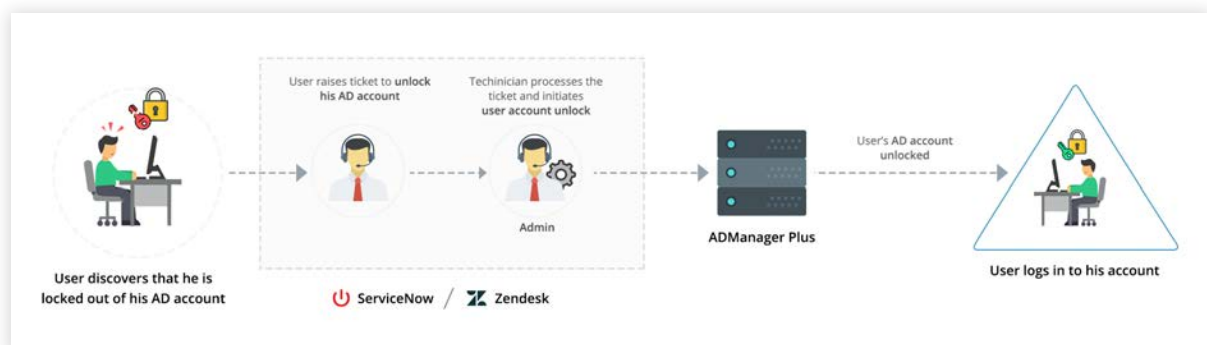
ServiceNow offers an IT service management (ITSM) tool that makes it easy for users to submit and track IT requests. After integrating ServiceNow with ADManager Plus, administrators can perform the following AD management actions from ServiceNow:

- ◆ Reset AD users' passwords.
- ◆ Enable, disable, and unlock user accounts.
- ◆ Alter group membership details by adding or removing user accounts from groups.
- ◆ Set or remove folder permissions

1.3 Zendesk

Zendesk's ticket system helps organizations track, prioritize, and solve customer support tickets. After integrating Zendesk with ADManager Plus, help desk technicians can perform the following AD management tasks from Zendesk:

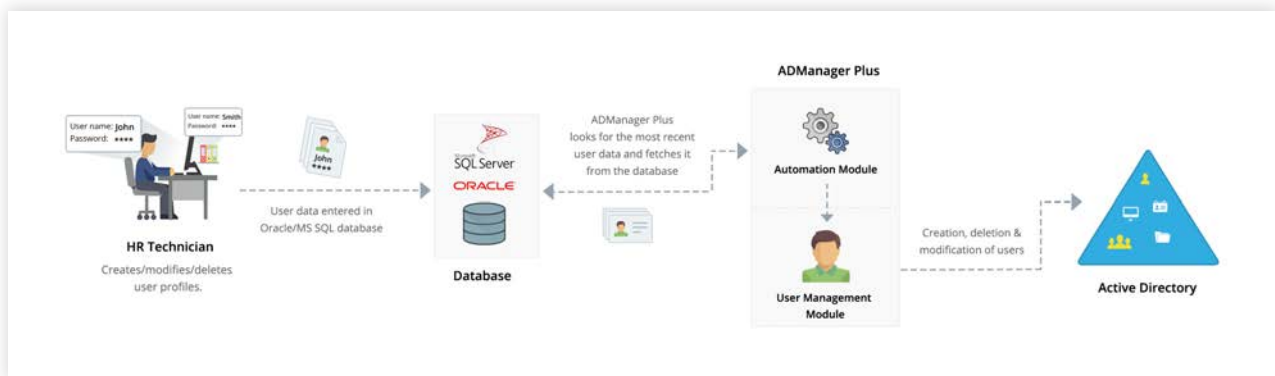
- ◆ Simultaneously create user accounts in AD, Office 365, Exchange Server, Skype for Business, and G Suite.
- ◆ Reset users' passwords.
- ◆ Enable, disable, and unlock user accounts.
- ◆ Delete AD user accounts.



2. Integrating with databases used by HR applications

Most HR applications store employee records in MS SQL or Oracle databases that only HR can access. That means IT admins have to rely on HR every time they need to provision, manage, or deprovision accounts in Active Directory. Waiting for CSV files from HR managers can delay the entire user account management process or even introduce data entry errors.

ADManager Plus' integration with MS SQL and Oracle databases makes AD account management easy for IT administrators and HR managers alike, with complete hands-free user provisioning, management, and deprovisioning.

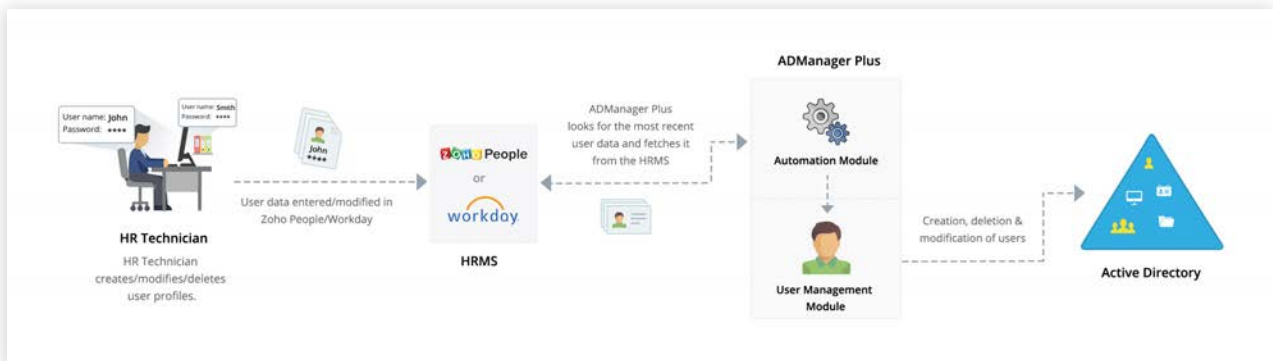


Benefits of integrating ADManager Plus with HR application databases:

- ♦ Automatically identify new or modified user records in the database, and provision or modify the user account in AD accordingly.
- ♦ Streamline deprovisioning by deleting users in AD, along with their Exchange mailboxes, Office 365 accounts, and more.

3. Integration with human resource management systems

Organizations rely on human resource management systems (HRMSs) to manage employee details. Integration with popular HR tools such as Zoho People and Workday makes AD account management easy for administrators and HR managers alike, with complete hands-free user provisioning, management, and deprovisioning.

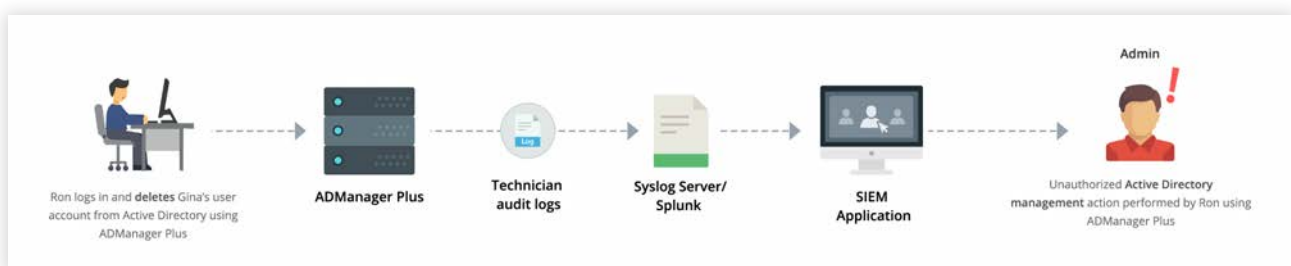


By integrating ADManager Plus with Zoho People and Workday, administrators can:

- ◆ Search for a user record added or modified in the HRMS and accordingly provision or modify that user account in AD.
- ◆ Delete users in AD, along with their Exchange mailboxes, Office 365 accounts, and more.

4. Integration with security information and event management applications

Security information and event management (SIEM) solutions make it easy to generate an audit trail of all AD actions, as well as create reports for meeting key industry standards. SIEM software uses AD log data to identify and prevent potential attacks, and analyze security breaches. ADManager Plus integrates with SIEM applications to automatically send all logs of AD operations in ADManager Plus to a SIEM tool.

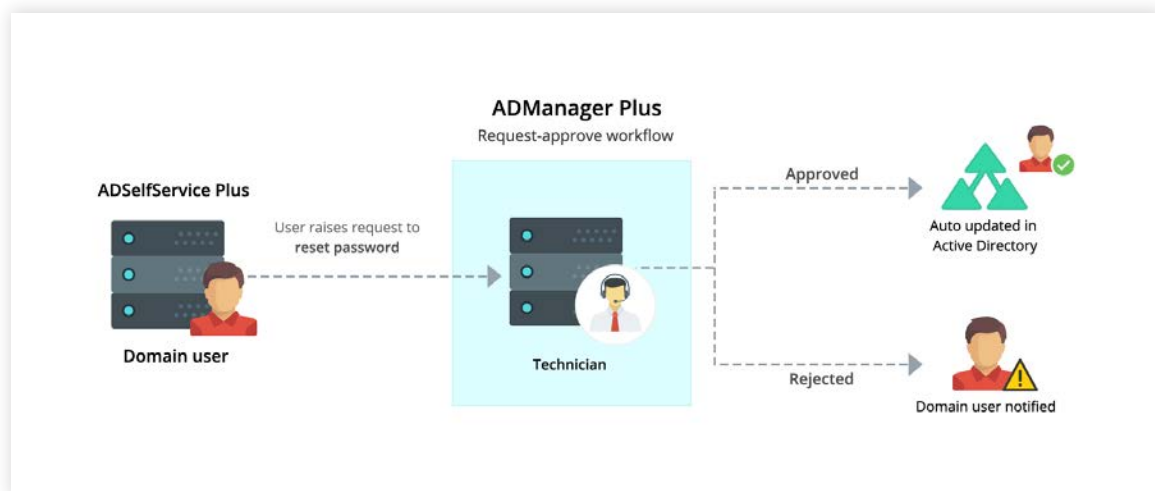


Integrating ADManager Plus with Syslog servers and SIEM applications like Splunk makes it easier to:

- ◆ Identify unauthorized creation and modification of user accounts, computers, groups, etc.
- ◆ Detect abnormal modifications made to privileged accounts, security groups, etc.
- ◆ Obtain an audit trail for all actions performed in AD.
- ◆ Generate reports to meet compliance regulations like the GDPR, HIPAA, SOX, and PCI DSS.

5. Integration with password self-service management tools

ADManager Plus integrates with ADSelfService Plus, ManageEngine's secure, web-based end-user password reset management application. By enabling the self-service approval workflow feature in ADSelfService Plus, organizations can route self-service requests from end users to technicians via ADManager Plus. After approval from the IT help desk, all self-service requests are updated in Active Directory. After approval from the IT help desk, all self-service requests are updated in Active Directory.



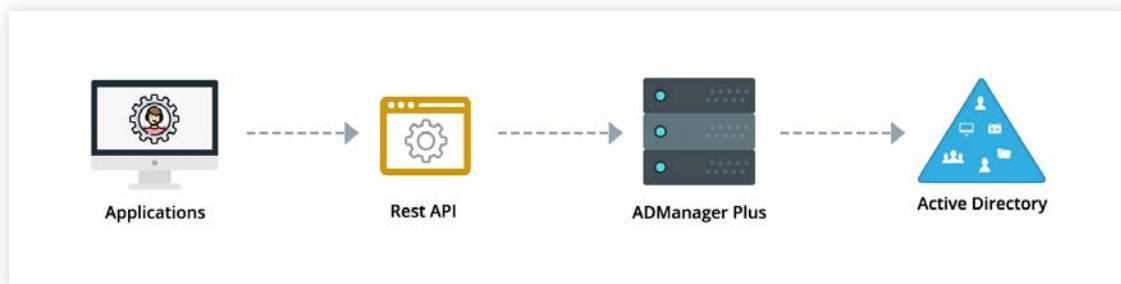
Integrating ADManager Plus with ADSelfService Plus allows end users to raise self-service requests to:

- ◆ Reset users' passwords.
- ◆ Unlock AD user accounts.
- ◆ Update personal information in AD.
- ◆ Subscribe to mail groups.

ADManager Plus' REST APIs

A REST API offers a simple, convenient way to integrate applications irrespective of syntax or platform, providing a great deal of flexibility. Using ADManager Plus' APIs, administrators can perform the following AD management operations from their in-house application or a third-party application not yet integrated with ADManager Plus:

- ◆ Create user accounts in AD.
- ◆ Reset users' passwords.
- ◆ Enable, disable, and unlock AD user accounts.
- ◆ Delete AD users.
- ◆ Search for AD users.



ManageEngine ADManager Plus

ADManager Plus is a web-based solution for all your AD, Exchange, Skype for Business, G Suite, and Office 365 management needs. It simplifies several routine tasks such as provisioning users, cleaning up dormant accounts, and managing NTFS and share permissions. ADManager Plus also offers more than 150 prepackaged reports, including reports on inactive or locked-out AD user accounts, Office 365 licenses, and users' last logon times; you can perform management actions right from these reports. You can also build a custom workflow structure to handle ticketing and compliance, as well as automate routine AD tasks such as user provisioning and de-provisioning. Download a free trial today to explore all these features.

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