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Company: Southwest Human Development
Industry: Nonprofit
Location: Arizona, USA

Company background:

Southwest Human Development is a nonprofit organization in Phoenix, Arizona, that started off with just six staff members and the dream to make life easier for children and adolescents. Since its inception 35 years ago, Southwest Human Development has grown monumentally. Now, with an annual budget of $65 million, they have 850 staff members and serve around 135,000 children and their families per year. This rapidly growing organization has a legacy of helping young children succeed, with its innovative programs and services devoted to child development, mental health, disability services, and more.

Business challenge:

Southwest Human Development requires a sizeable number of staff and volunteers to help them succeed in their endeavors. As their organization grew, Southwest Human Development's IT administrators found themselves provisioning more and more Office 365 accounts to ensure their workforce was connected at all times. They faced several challenges when it came to user creation in Active Directory Federation Services (ADFS) environments. This forced them to focus their time and energy on mundane user account management tasks.

The ideal solution:

Being one of Arizona's largest nonprofits, Southwest Human Development needed a swift solution to all their user account management woes. They needed a product that would help them overcome their IT problems without eating up their budget. One of their primary requirements was that the solution should make provisioning Office 365 user accounts simpler. They also wanted the solution to provide all the data they needed to manage Active Directory user accounts in their organization efficiently.

Final choice:

The administrators of Southwest Human Development chose ADManager Plus to solve their Office 365 provisioning issues. Anthony Confalone, Infrastructure Systems Engineer at Southwest Human Development, said "I've personally used ManageEngine products during previous employment. I knew that out of the box, ManageEngine products were simple to use and manage, and just worked correctly the first time. We didn't look at any other vendors for AD management."

Advantages:

Choosing ADManager Plus has removed some of the hassle of Active Directory (AD) management, and streamlined everyday AD tasks. Now, in just a few clicks, administrators complete tasks that were previously tedious.

The two main features of ADManager Plus that Southwest Human Development gets the most out of are:

1. User account creation

Southwest Human Development was most impressed with how painless ADManager Plus made Office 365 provisioning. With ADManager Plus, they can simultaneously provision users in AD, Office 365, and Exchange, and also create Office 365 accounts for existing AD user accounts. "[We now spend] much less time provisioning new Office 365 users," declared Confalone.

2. Reporting

The organization discovered just how efficient AD administration could be with the reports of ADManager Plus by their side. This solution provides granular reports on various aspects of AD, Exchange, and Office 365. In general, reports on important information such as inactive or locked out user accounts, users' real last logon times, and more have always been found to simplify organizations' user management woes.

Results experienced:

With ADManager Plus by their side, the administrators were able to become more efficient. They now spend much less time provisioning and managing user accounts in Office 365. They simply purchased ADManager Plus, set it up, and let it do most of the work.

Southwest Human Development was satisfied with how ADManager Plus helped them overcome their challenges. They were particularly pleased with the cost of ADManager Plus and how easy it was to deploy and use the product. When asked about learning the product, Confalone explained that the community forums were exceedingly helpful. "[ADManager Plus'] client base certainly has made the forums a great landing spot for any technical concerns."

The IT infrastructure department was also impressed with the user-friendliness of the product and satisfied with the help provided by ADManager Plus' technical support team.

About ADManager Plus:

ADManager Plus strives to be the world leader in AD management and reporting. More than 1000 of the world's leading enterprises use ADManager Plus, including several Fortune 500 companies. ADManager Plus serves a diverse range of organizations, with a significant number in the banking, finance, insurance, healthcare, pharmaceutical, education, IT, manufacturing, government, and nonprofit industries. To evaluate ADManager Plus for your organization, download a free 30-day trial at www.admanagerplus.com.

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