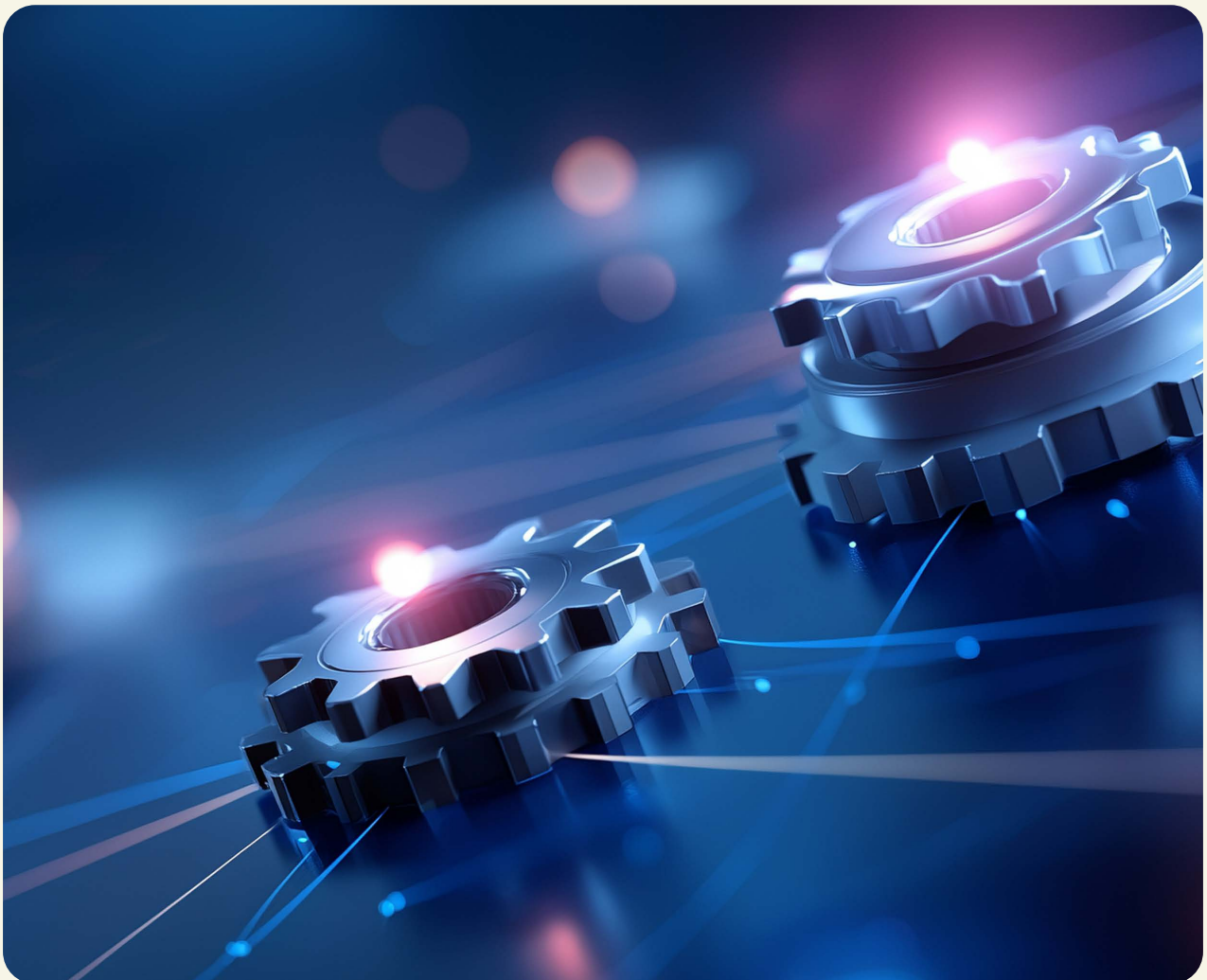


Stronger identity governance starts with integration.

Here's how ADManager Plus delivers



In today's digital landscape, integration is crucial.

Connecting with your HCM, ITSM, and SIEM tools breaks down departmental silos, creating a unified, automated, and secure ecosystem. Not having an integrated system means relying on CSV hand-offs from the HR team, performing manual Active Directory (AD) tasks across multiple tools, facing delayed incident response, and trying to close compliance gaps.

ADManager Plus, an identity and governance administration solution, connects your entire IT stack via built-in and custom integrations using REST, SOAP, and Microsoft Graph APIs. Administrators can configure inbound webhooks to pull user data into ADManager Plus and outbound webhooks to push AD changes or trigger actions in third-party systems. Additionally, administrators can also install third-party application extensions directly from the [ManageEngine Marketplace](#) and manage identities in those applications without leaving the product console.

USE CASE 1

Hands-free user provisioning via HCM integration

Challenge:

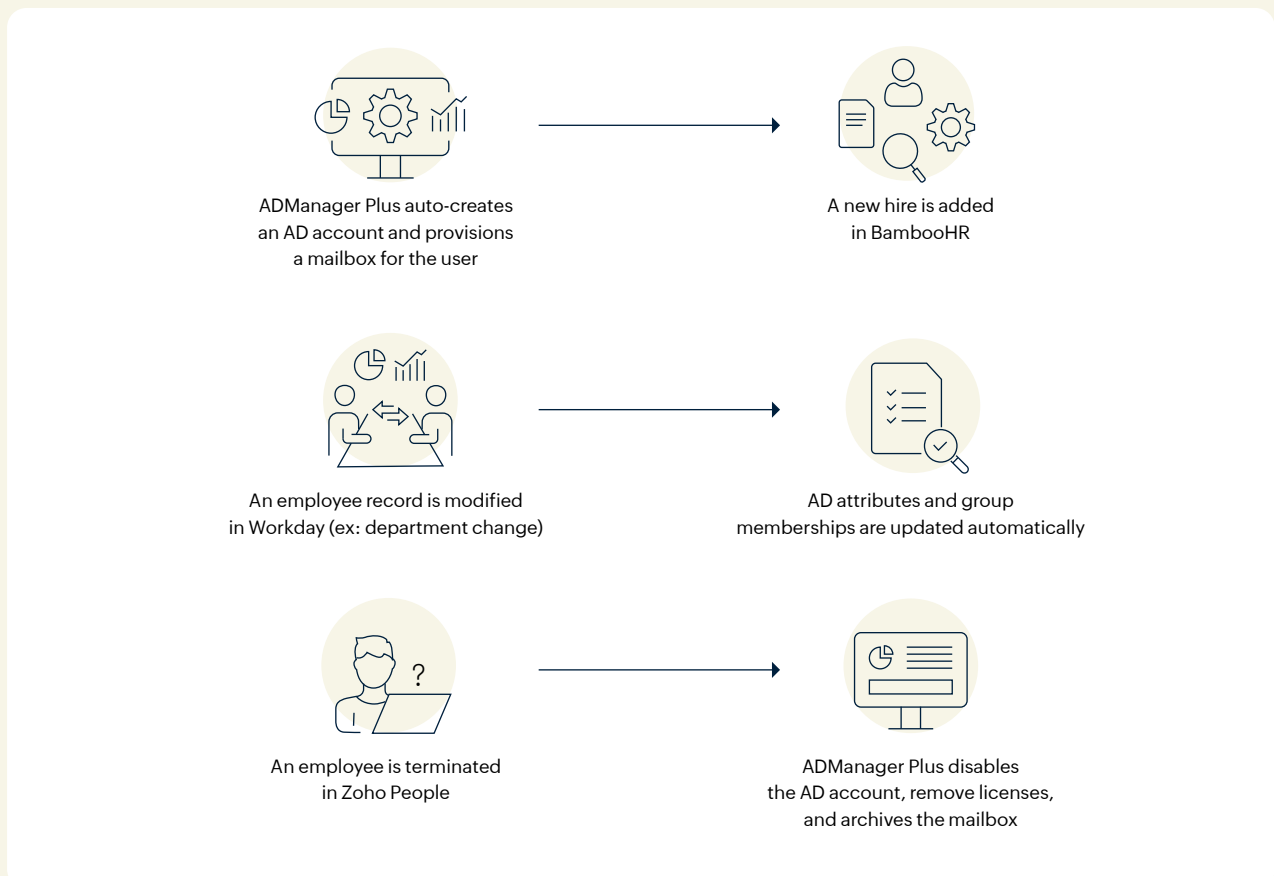
When a new employee is added to an HCM application such as Workday, BambooHR, or Zoho People, IT administrators are usually notified separately and then manually create the corresponding accounts in AD, Exchange, and Microsoft 365. This process is slow, error-prone, and relies on timely communication between HR and IT.

How integration helps:

ADManager Plus connects to the HCM tool using pre-configured inbound webhooks in the application integration module. When a new employee record appears in the HCM application, ADManager Plus detects it automatically, maps the employee attributes to the respective AD fields, and triggers an orchestration template that creates the user account in AD, provisions mailboxes, and assigns licenses across Microsoft 365 in a single workflow.

Outcome:

New employee accounts are provisioned end-to-end across AD, Microsoft 365, and Exchange the moment an HCM record is created, with no manual intervention required.



USE CASE 2

Automated log forwarding to SIEM for compliance

Challenge:

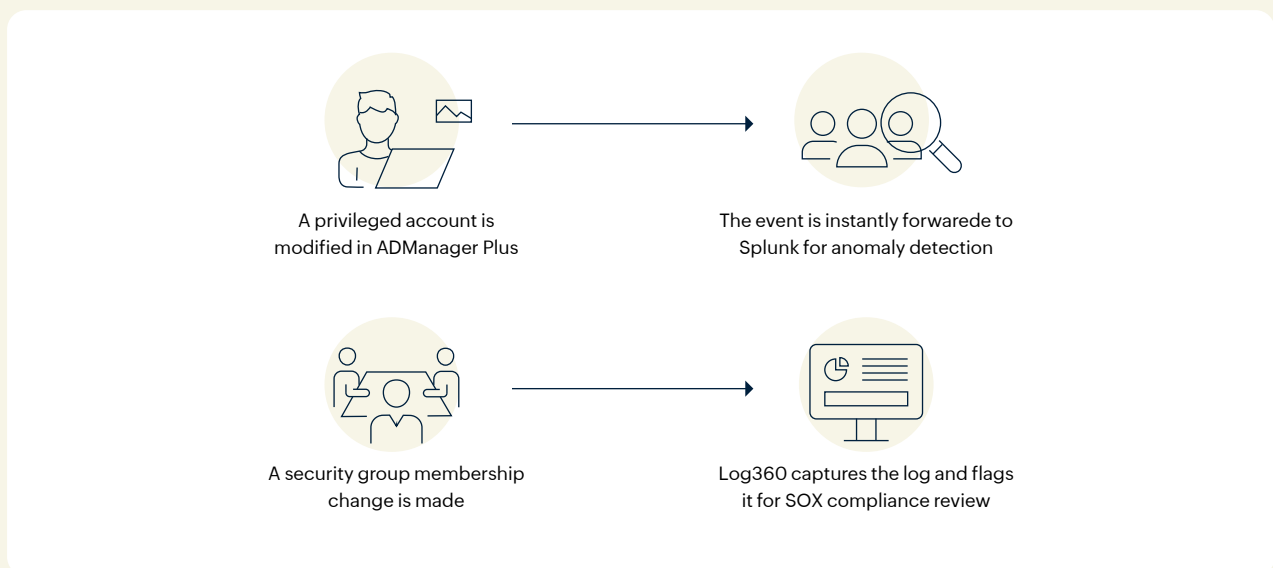
Maintaining an audit trail of every AD management action is critical for meeting compliance regulations such as the GDPR, HIPAA, SOX, and PCI DSS. Without automated log forwarding, administrators must manually export logs and feed them into security tools, creating gaps in visibility and increasing the risk of missing unauthorized changes.

How integration helps:

ADManager Plus is configured to automatically forward all logs of AD management operations performed within the application to a connected SIEM tool such as Splunk, Rapid7, or ManageEngine Log360. The integration uses the built-in log forwarding feature, and no additional scripting is needed on the ADManager Plus side.

Outcome:

Every management action across AD is logged and forwarded to the SIEM in real time, enabling centralized threat detection, anomaly analysis, and compliance report generation.



USE CASE 3

AD management directly from ITSM and help desk consoles

Challenge:

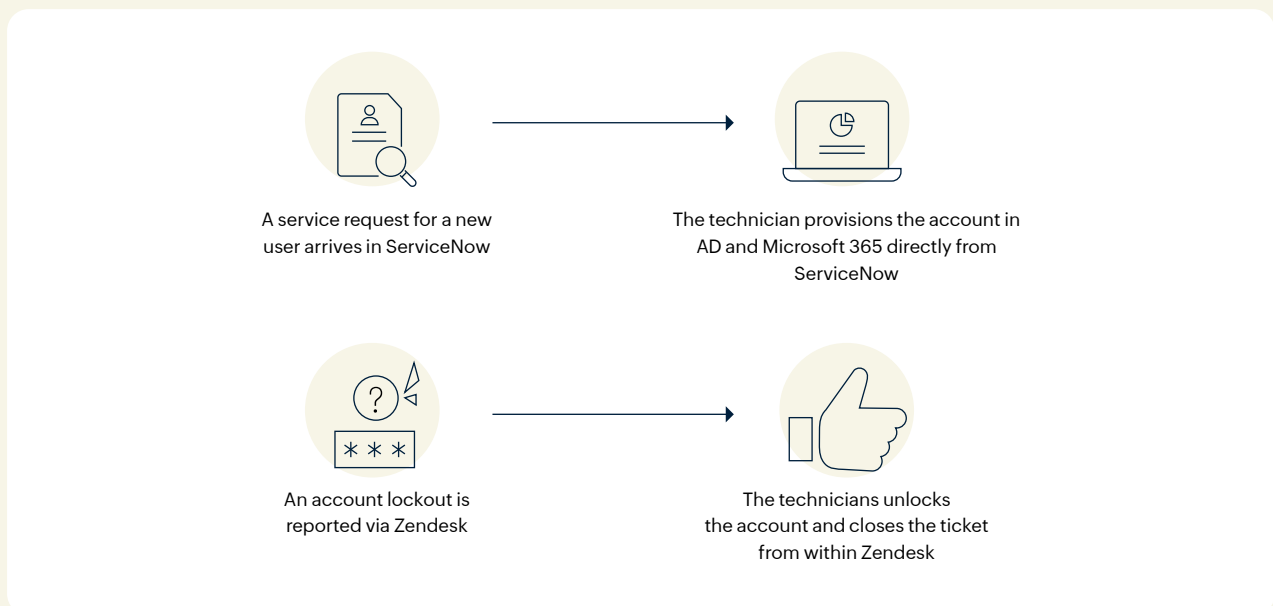
Help desk technicians typically need to switch between their ticketing tool and ADManager Plus to perform routine tasks such as creating a user account or resetting a password. Context switching slows down resolution times, especially during high-volume incidents.

How integration helps:

ADManager Plus easily integrates with ITSM tools like ServiceDesk Plus, ServiceNow, Jira, Freshservice, and Zendesk. Technicians can create, modify, enable, disable, or unlock user accounts and reset passwords without leaving the ITSM interface. All actions are executed through dedicated integrations, and APIs and are governed by the technician's role-based permissions in ADManager Plus.

Outcome:

Help desk technicians can handle common AD tasks end-to-end from within their familiar ITSM console, reducing context switching and speeding up first-response resolution.



USE CASE 4

Extending ADManager Plus with marketplace extensions

Challenge:

Organizations often use a mix of third-party tools, like project management platforms, collaboration apps, and developer tools, alongside core IT systems. Keeping user identities synchronized across all these applications without a centralized mechanism increases administrative overhead and the risk of access inconsistencies.

How marketplace extensions help:

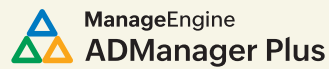
Administrators can browse and install third-party application extensions directly from the [ManageEngine Marketplace](#) within the ADManager Plus console. Once installed, these extensions allow identity management actions, such as provisioning, updating, or deprovisioning users, to be performed in the connected application without leaving ADManager Plus. Extensions leverage the same inbound and outbound webhook architecture used by built-in integrations, and can be incorporated into orchestration templates for automated workflows.

Outcome:

Organizations can rapidly extend ADManager Plus to cover additional applications by installing extensions, keeping all identity management actions within a single console and reducing manual synchronization effort.

Bringing it all together with integrations

ADManager Plus' integrations and marketplace extensions turn a standalone AD management tool into a centralized identity operations hub. Whether the goal is automating the full employee lifecycle, meeting compliance mandates, or giving help desk teams direct AD access from their existing tools, the application integrations module and marketplace eliminate silos and reduce manual effort without requiring custom development.



Our Products

AD360 | Log360 | ADAudit Plus | ADSelfService Plus

M365 Manager Plus | RecoveryManager Plus

About ADManager Plus

ADManager Plus is an identity governance and administration (IGA) solution that simplifies identity management, ensures security and improves compliance. With ADManager Plus, manage the user life cycle from provisioning to deprovisioning, run access certification campaigns, orchestrate identity management across enterprise applications and protect data on your enterprise platforms with regular backups. Use over 200 reports to gain valuable insights into identities and their access rights. Improve the efficiency of your IGA operations with workflows, automations and role-based access control policies. ADManager Plus' Android and iOS applications help with on-the-go AD and Entra ID management.

For more information about ADManager Plus, visit manageengine.com/products/ad-manager/.

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