

Southwest Human Development now effortlessly provisions Office 365 user accounts with AD360

Company: Southwest Human Development | Industry: Nonprofit | Country: 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 and managing their passwords. 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.

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[AD360]' client base certainly has made the forums a great landing spot for any technical concerns.

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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, and also provide all the data they needed to manage Active Directory user accounts in their organization efficiently. They also wanted the solution to help them in managing the user passwords efficiently.

Final choice

The IT administrators of Southwest Human Development chose AD360's AD management module to solve their Office 365 provisioning issues, and the password management module to take care of their password management concerns. 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."

The AD360 advantage

Choosing AD360 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 AD360 that Southwest Human Development gets the most out of are:

1. User account creation

Southwest Human Development was most impressed with how painless AD360 made Office 365 provisioning. With AD360, 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 AD360 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.

3. Password self-service

With AD360, Southwest Human Development were able to efficiently track end-user activity and handle multiple password reset requests. As the solution empowered users to reset their passwords by themselves, the company was able to substantially reduce the amount of help desk queries, thereby saving valuable help desk time which would have otherwise been spent on trivial tasks such as password resets.

Results experienced

With AD360 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 AD360, set it up, and let it do most of the work.

Southwest Human Development was satisfied with how AD360 helped them overcome their challenges. They were particularly pleased with the cost of AD360 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.

The IT infrastructure department was also impressed with the user-friendliness of the product and was satisfied with the help provided by AD360's technical support team.

About AD360

AD360 is an integrated identity and access management (IAM) solution for managing user identities, governing access to resources, enforcing security, and ensuring compliance. From user provisioning, self-service password management, and Active Directory change monitoring, to single sign-on (SSO) for enterprise applications, AD360 helps you perform all your IAM tasks with a simple, easy-to-use interface.

AD360 provides all these functionalities for Windows Active Directory, Exchange Servers, and Office 365. With AD360, you can just choose the modules you need and start addressing IAM challenges across on-premises, cloud, and hybrid environments from within a single console.

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