State replaces Quest® with Cayosoft® for Secure Hybrid Management, 30% Lower Cost, and Higher Efficiency

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Sr. *DOIT* Admin

Introduction

The Department of Information Technology (*DOIT*) for a large U.S. State, manages the day-to-day administration of more than twenty-five Active Directory (AD) Domains that serve more than 25,000 state workers. *DOIT* provides both a global help desk services and is assists department level administrators in performing all user, group and mailbox management tasks. In 2016, *DOIT* adopted a Hybrid Exchange and Office 365 architecture and immediately ran into a lack of capability and complexity found in the legacy administration tools.

The IT Business Challenge

Adoptions of Office 365 was impeded because the legacy AD management tools from Quest® Software* didn't extend well to Hybrid. While the Quest tool had some of the needed features, to add these features required complex script add-ons and a synchronization that overlapped Microsoft's Free Azure AD Connect. It was decided that the Quest deployment was too complex and costly for the limited capabilities it could provide. *DOIT* was in a difficult situation, the Quest tools were missing the features needed to deliver the Hybrid Help Desk and simplified Hybrid Administration needed for *DOIT's* Office 365 investment.

Finding a Solution

"The Quest product didn't meet our hybrid needs and was going to require a complex configuration with extra scripts and sync tools deployed and maintained. Cayosoft met our requirements with a single product that securely manages both our On-premises and Hybrid Microsoft environments. The Quest replacement was simple and straight forward thanks to Cayosoft" – a Sr. *DOIT* Administrator said.

Chosen Solution – Cayosoft Administrator

Microsoft's Active Directory, Exchange and Office 365 platforms are mission critical to DOIT. Cayosoft Administrator was chosen by *DOIT* for completeness of hybrid administration capabilities, lower administrative burden and lower operating cost. Cayosoft Administrator is the only complete solution for Hybrid Microsoft Enterprise Management. The solution delivers secure delegation, a unified web-based interface for day-to-day admins, task automation, IT Policy enforcement and Lifecycle management and analysis of Office 365 Licenses. Cayosoft Administrator is also the only solution with an architecture designed Hybrid Management Solution.

Cayosoft Customer Profile

About the organization
- State Department of Technology
- More than 25 AD Domains
- More than 25,000 End-Users
- Centralized service desk
- Departmental admins perform day-to-day tasks

Sector/Industry
- Government

Hybrid Technology
- Active Directory
- Exchange On-premise
- Office 365
- Azure AD Connect

Business Challenges
- Legacy tool did not meet Hybrid Needs
- Needed to simplified and complete management of Office 365 tasks and licenses
- Reduce costly errors
- Improve service levels

Chosen Solution

Cayosoft Administrator
- Hybrid User Lifecycle Mgt.
- Hybrid Help Desk Operations
- Recipient Management
- Office 365 License Lifecycle Mgt.
- Group Lifecycle Management
- Shared & Resource Mailboxes

Key Capabilities

- Comprehensive Hybrid administration across AD, Exchange and Office 365 for Help Desk and Admins.
- Simplified assignment and on-going enforcement of Office 365 licenses by departmental admins
- Eliminate script-add-on and deliver a single web portal that manages Active Directory, Exchange and Office 365
- Simultaneously provision, manage or deprovisioning users in Active Directory and Office 365
- Integration with both Microsoft Azure AD Connect/DirSync and Active Directory Federation Services
- Manage Exchange resource mailboxes, shared mailboxes and mailbox security (on-premises and in cloud)
- Assign mailbox, home folder, remote desktop service and user profile information

Results

- **Hybrid Office 365 adoption bottlenecks were removed**
- **90% of the added hybrid administrative burden was eliminated**
- **30% reduction in cost of software maintenance**
- **Simplified user provisioning and management of on-premises and cloud Microsoft Assets**
- **80+ Legacy administration policies consolidation into 2 Cayosoft Rules**
- **Extra SQL Database, script-add-on and redundant sync engine eliminated**

Conclusion

Cayosoft Administrator's unique hybrid architecture replaced the customer's legacy Quest solution, removing Hybrid Office 365 adoption bottlenecks. With a short deployment & configuration time, administrators could perform Hybrid Help Desk and other day-to-day tasks with the required reduced complexity and cost and without need to hire additional staff.

Quest Replacement Program Details
www.Cayosoft.com/ReplaceQuest/

About Cayosoft - Cayosoft Administrator is the best way to manage Hybrid Microsoft Enterprise Platforms including Active Directory, Exchange and Office 365. Cayosoft applies Security, Efficiency, Compliance and Innovation to the management of critical Microsoft platforms investments. With an advanced and modern platform architecture, Cayosoft reduces risk, simplifies day-to-day tasks, increase control, and drive continuously IT improvement - allowing IT to meet key business goals.

For more information visit:

www.Cayosoft.com

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