



## The birthplace of smart helpdesk agents!

# ADManager Plus

With Active Directory & Exchange management at its heart, ADManager Plus is the perfect helpdesk management software for any enterprise running on these Microsoft products. It has the capacity to turn even a technically-naive end-user into an able helpdesk technician!

starts at  
vs \$ 495

### Active Directory Management

- ▶ Instant user provisioning/ de-provisioning– in bulk!
- ▶ Automation of everyday administrative tasks!
- ▶ AD Cleanup: Scout inactive users & disable them
- ▶ Password Management: Reset passwords, unlock accounts, monitor logon failures & act upon it.
- ▶ On-the-fly AD Management: Perform point-in-time management actions as demanded at the time of report generation/ perusal.

### Active Directory Reporting

- ▶ User/ Computer/ OU / Password reports
- ▶ IT Compliance-specific reports
- ▶ NTFS, GPO, & Security reports

### Helpdesk Delegation Management

- ▶ Noninvasive Delegation of AD/ Exchange Management & Reporting.
- ▶ Helpdesk/ Delegation Model Provisioning.
- ▶ Helpdesk Task Automation
- ▶ OU-Based/ Role-Based Approach to AD Delegation
- ▶ HIGHLIGHT: “Task Blueprints” to extract admin-level efficiency from a technically naïve personnel!

### Exchange Server Management

- ▶ Exchange provisioning
- ▶ Exchange Reports

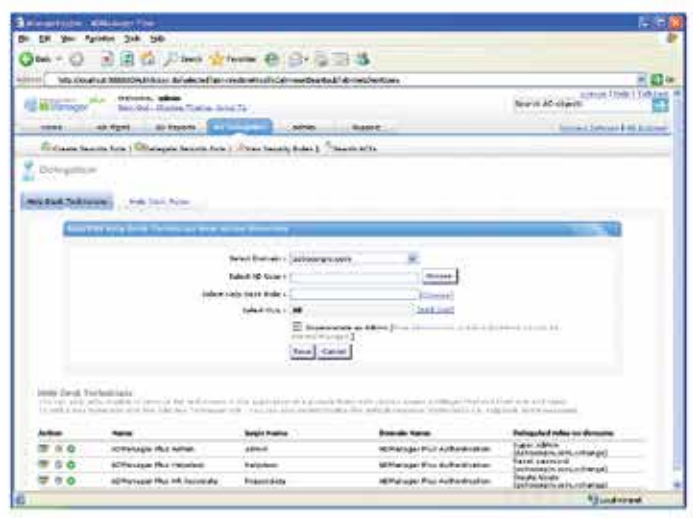
“The ADManager Plus software has made it VERY simple to delegate common, everyday roles to the service-desk, while limiting their ability to ultimately “damage” our AD. Once this tool was deployed – AD was locked down and cleaned up, and I could rest easy!”

- Andrew Kramer, Infrastructure Analyst, Eby-Brown.

### Salient Aspects of ADManager Plus Helpdesk Delegation:

**Noninvasive Delegation Model:** User rights are never elevated in Active Directory!

- ▶ Supports construction of any type of Delegation Model as desired.
- ▶ Offloads the administrative burden off Active Directory administrators.
- ▶ Creates Helpdesk Agents from AD Users.

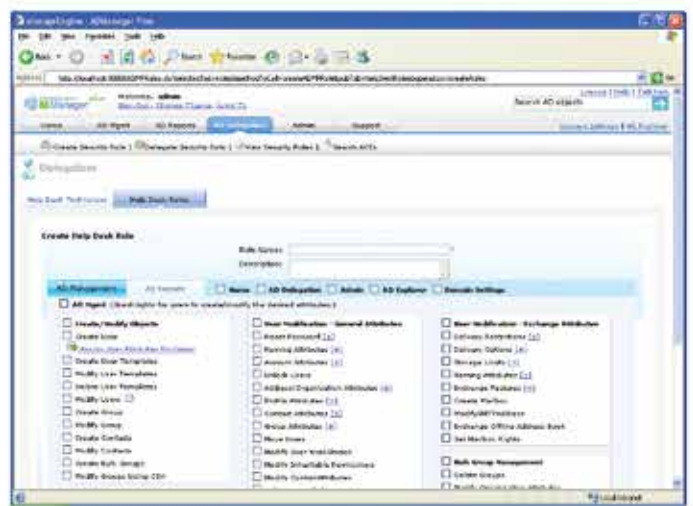


#### Enterprise Administration: Run the office!

- ▶ Delegate day-to-day administrative tasks to helpdesk such as:
- ▶ Resetting passwords/ Unlocking Locked-Down User Accounts.
- ▶ Tracking Inactive User Accounts & Disabling them.
- ▶ Modifying User Attributes & Updating User Contact Info.
- ▶ User/ Computer / Exchange Management.

**Role Definition (Task Blueprint):** Determine what your helpdesk agent should do.

- ▶ Create management roles from 55 pre-defined administrative roles.
- ▶ Create reporting roles from 100+ reporting options.
- ▶ HIGHLIGHT: Create “Custom Roles” to suit your administrative needs!



#### Task Blueprints: Make smart helpdesk out of technically-naïve staff!

Eg.) With the help of task blueprints, turn even HR personnel into an Exchange administrator!

#### Tracking a Delegation Model: Stay in control!

- ▶ Search for a Helpdesk Agent’s ACEs at the click of a button.

#### OU-Based Helpdesk Delegation: Define a helpdesk’s ambit

- ▶ Take delegation granularity to the OU level! Decide which OUs an agent should serve!