



# CionSystems Business Case

Simple, easy to use solutions that help IT organizations with their day-to-day activities while saving them time and money.

## CIONSYSTEMS PRODUCTS

- Active Directory Manager
- Active Directory Self Service
- Active Directory Reporter
- Active Directory Change Notifier
- System Information and Comparison
- Remote Manger

Organizations everywhere are taking a hard look at how they are implementing IT infrastructure today. Some factors driving these efforts are:

- Having to meet regulatory and compliance initiatives and demonstrate due diligence in how they are meeting IT requirements
- Security and high profile security breaches
- Organizational demands while having to deliver high levels of service
- Business demands to do more with less

CionSystems can help. Our solutions have flexible architecture that can handle the most complex IT and business requirements without requiring changes to existing infrastructure, policies or procedures. We also excel at handling the constant flow of changes that impact real-world Active Directory management deployments. Here are 3 of the many business scenarios where CionSystems continues to provide key solutions:

### *Remote password management*

In a geographically dispersed environment, all remote employees were using Exchange web mail. They did not always log on the network so they were not receiving any notifications. When their passwords expired they were unable to access the network. In this scenario users had to call the Help Desk and have their account unlocked and passwords restored. There was a loss of productivity and frustration due to the downtime incurred, as well as an increase in IT cost because of extra resources needed for troubleshooting. CionSystems solutions helped by not only automating the e-mail notification process when users neared the password expiration date, but also by enabling the remote users to self-authenticate and unlock their own accounts if and when the passwords expired. This minimized the downtime and reduced IT cost, as well as freeing up Help Desk resources to address other critical issues.

### *User management*

In Active Directory, user management involves multiple modules and coding to perform any functions or obtain any reports. This leads to errors and extra troubleshooting, causing loss of productivity and increased IT cost. Furthermore, the native toolset lacks bulk user management and the password management granularity needed in today's complex business world. Accessing the native toolset through MMC severely limits the reach and flexibility of any Active Directory process or policy. CionSystems addresses these issues by offering solutions accessible from anywhere at any time, through a customizable web-based interface. IT administrators will be able to perform all user management functions such as adding/deleting single or bulk users, provisioning their account, easily modifying OUs and Schemas and obtain any reports needed to prove compliance or help in policy enforcement. All these tasks are performed through an intuitive interface without the need for coding, eliminating all scripting errors.

### *Active Directory changes*

The Active Directory changes daily, and in most current environments IT departments are not aware of changes being made until it's too late. By that time a critical business stoppage has occurred- whether it is several e-mail accounts not working or entire OUs being corrupted, or even users being provisioned incorrectly. Whether errors happen by mistake or with malicious intent, they can cause a loss of productivity for the end users while the errors are being corrected, increased IT cost by having to commit extra resources to search and resolve these errors, and a potential security breach if the errors were caused with malicious purpose. Erratic behavior and Active Directory changes can have effects that go on undetected for long periods of time, thus compounding the damage.

CionSystems enables IT users to avoid potentially catastrophic results by reporting on any Active Directory changes happening on the domain(s). Through easy to understand e-mailed notifications outlining adds, deletion and changes, administrators will be able to determine and implement the most proactive approach to managing the organization's Directory Services, and avoid costly downtime.

CionSystems offers the most flexible and scalable enterprise Active Directory management solutions. We help IT organizations reduce security risks, lower IT cost, and improve service level and end-user experience.

For more information on any of our products or services please visit us on the Web at: [www.CionSystems.com](http://www.CionSystems.com)

CionSystems Inc.  
16625 Redmond Way,  
Ste. M106  
Redmond, WA. 98052  
425.605.5325

