ADMANAGER PLUS SIMPLIFIES ANACOMP'S LITIGATION SUPPORT SERVICES THROUGH ITS HELP DESK DELEGATION.

"ADManager has been an amazing piece to our litigation support puzzle. Individual and bulk user creation, along with a great range of built- in reporing have been a tremendous boon for our team"

- Jason Donoghue
Systems Administrator, Litigation

Company for Case Study : Anacomp

Industry : Business Process Solution

Location : San Diego, CA

About the Company

Anacomp is a leading business process solutions company with forty years of experience and a passionate commitment to client services. Anacomp partners with its customers to help them accelerate their business processes with minimal cost of ownership. Possessing one of the largest document repositories in the world, Anacomp's offerings serve thousands of users in insurance, financial services, government, legal, and other markets.

Bussiness Challenge

Anacomp possesses one of the largest document repositories in the world. Anacomp's multiple data centers capture, manage, deliver and preserve billions of documents, meeting the most stringent customer security and availability requirements for enterprises and customers across the globe.

It was therefore essential for Anacomp to keep an eye on the users who accessed these critical documents. One main hassle involved in the process was that Anacomp's clients were met by team members, who although specialists in their respective fields, had little or no knowledge in terms of security or user permissions. As a result, they sought help from their IT staff who had to create client accounts and set permissions based on the inputs given by the team that interacted with these clients. This not only complicated the state of affairs but also reduced productivity of both the teams at Anacomp. A solution that could automate the task of customer user management and take the burden off the ITS Team was recognized as an immediate requirement.

"Primarily our challenges center around customer user management. Enabling the creation of customer user accounts to allow them access to a hosted litigation support application was quite crucial to us." said Jason Donoghue of Anacomp.

The Solution

Anacomp was facing a problem that demanded immediate resolution. A perpetual system that could automate creation of customer user accounts and reduce the workload of IT desk had to be formulated. The IT team evaluated several solutions before deciding upon ManageEngine ADManager Plus to be the only solution that offered the required flexibility and functionality.

"The other alternatives that were evaluated offered neither the flexibility nor the reporting capabilities we required." This was an instant reply from Jason when asked on the reason behind his company's choice for ADManager Plus.
Using ADManager Plus' powerful HelpDesk Delegation module, Anacomp could now delegate the task of customer user management to its customer relationship officers, ensuring them efficient and hassle free performance.

ADManager Plus - The Cutting Edge

Anacomp was quite impressed by the highly competent feature set of ADManager Plus. Not only were their immediate concerns addressed, but also a wide range of functionalities relating to Active Directory Management and Reporting was extended by the product. More so, the web-based Intuitive User Interface initiated easy usage by staff that interacted with customers. They were now in a position to create customer user details and grant permissions without seeking help from the IT Team. And all this, led to a good increase in productivity of both the teams.

"With the Bulk Management feature of ADManager Plus in hand, we could create Multiple User Accounts in a fraction of time without having a drain of time or resources", exclaimed Jason.

ADManager Plus also hosted an extensive list of reports which was neither difficult nor time consuming to generate. With all user-driven functionalities, the non-IT staffs made the best use of the application.

Besides this, ADManager Plus' feature list includes functionalities like People Search, Report Scheduling, Compliance Support, etc., all of which contributed to Anacomp's choice for ADManager Plus.

Result

ADManager Plus has brought a real sigh of relief to IT Administrators at Anacomp. Today, customer user management is skillfully handled by around 15 proficient users with ease and confidence. ADManager Plus has removed a significant portion of the time it took for the ITS team to spin up new customer environments. And this, has helped them accomplish higher level tasks. Anacomp is already experiencing increased productivity and improved Litigation Support Services after the deployment of ADManager Plus in its Customer User Management Process. All the more, the Bulk execution features of ADManager Plus are quite handy when it comes to creation or management of multiple users. Now at Anacomp, Customer User Management is not considered a burden anymore.

"ADManager is a fantastic product, and has really been a huge help for us." remarked Jason, with a smile..

About ManageEngine ADManager Plus

ADManager Plus strives to be the world leader in Active Directory Management and Reporting. It accounts for 1000 and more of the world's leading enterprises including several of the fortune 500 companies. ADManager Plus serves a diverse range of organizations, with a significant number in fields of Banking / Finance / Insurance, Healthcare / Pharmaceuticals, Education, Hi-tech / IT / Manufacturing and Government / NGO's. A 30-day trial with full functionality is available for evaluation. For further details on

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