

Oglethorpe University automates user-onboarding through ManageEngine's super-productive IT management solutions



Products in focus



ManageEngine ADManager Plus

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Headquarters:
Atlanta, Georgia

ManageEngine Endpoint Central

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Industry:
Higher Education

ManageEngine ServiceDesk Plus

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Company size:
201-500 employees

Years in the Business:
189 (Founded in 1835)

Key highlights



Automated
user on-boarding



Super-quick
incident resolutions



Value-add to
the IT infrastructure



About Oglethorpe University

Oglethorpe University, founded in 1835, is a highly regarded institution stationed amid the buzzing city of Brookhaven. Oglethorpe University automates user-onboarding with ManageEngine's IT management solutions. This campus musters a diversified culture, individualized learning, and a constructive curriculum, ushering aspiring students to land on Oglethorpe as a groundwork and gateway to boundless global opportunities. This close-knit college houses nearly 1,500 students from more than 35 countries and 10 states continues to keep affordability, diversity, and quality education as its steadfast motto.



Critical IT demands highly secure solutions and a pragmatic approach to keep the systems up and running. The IT team at Oglethorpe University understood that and decided to introduce ManageEngine solutions to their system to help them take control of their IT. Initially, Oglethorpe started with ManageEngine's ServiceDesk Plus and slowly landed with Endpoint Central and ADManager Plus. The IT systems admin's favorite solution at the institution.

A brief on the route taken by Oglethorpe with the help of ManageEngine

Streamlining User on-boarding with ManageEngine's ADManager Plus

Sheila Gonzalez , the IT systems administrator of Oglethorpe University, faced issues with onboarding users into the Active Directory. The time and tension it took to run long powershell scripts and commands made Gonzalez look for options that would make all this brisk and foolproof. That's when Oglethorpe's IT team hand-picked ManageEngine's ADManager Plus tool.

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“I think my favorite (tool) has to be ADManager because it's made my life of onboarding users so much easier.”

Sheila Gonzalez , IT systems admin, Oglethorpe University

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This identity governance and administration (IGA) solution streamlines user management operations such as creation, delegation, modification, deletion, and automation for bulk user accounts in the AD. Gonzalez is delighted to use ADManager Plus as it helps their team automate AD critical tasks without any lapse. With the ADManager Plus, one can also manage multiple attributes of users through the reactive user account management feature.

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“The agents doesn't take up a lot of CPU utilization, and it's just made the onboarding process, offboarding just as simple as a report running in the background.”

Sheila Gonzalez , IT systems admin, Oglethorpe University



Unifying service management with ManageEngine's ServiceDesk Plus

Another tool from ManageEngine that has spiced up the team's ticket management system is the ServiceDesk Plus. Though the whole incident management system is not new, and the IT systems administrator has worked on various other tools before, Gonzalez adds ServiceDesk Plus is of greater value. Through automatic ticket assignments and delegations, the IT team at Oglethorpe reduces delays in resolving issues. The users can get a clear vision of their tickets and roles, which turns out to be an efficient way to handle tickets.

Combating threats to the organisation's endpoints through Endpoint Central

Evading the minute loophole in a security system is essential to maintaining harmony in the IT infrastructure. Considering this a severe threat, ManageEngine's Endpoint Central was also put in place to secure and manage the endpoints in the organization to detect and remediate vulnerabilities, avoid data theft, blocklist unsecured applications, and any other potential risks. Along with the ManageEngine tools already in use, the IT team is actively looking to implement Log 360 in their business to prevent rather than throw a reactive approach at incidents.



About ManageEngine

ManageEngine is a division of Zoho Corporation that offers comprehensive on-premises and cloud-native IT and security operations management solutions for global organizations and managed service providers. Established and emerging enterprises—including nine of every 10 Fortune 100 organizations—rely on ManageEngine’s real-time IT management tools to ensure the optimal performance of their IT infrastructure, including networks, servers, applications, endpoints and more. ManageEngine has 18 data centers, 20 offices and 200+ channel partners worldwide to help organizations tightly align their business to IT.

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