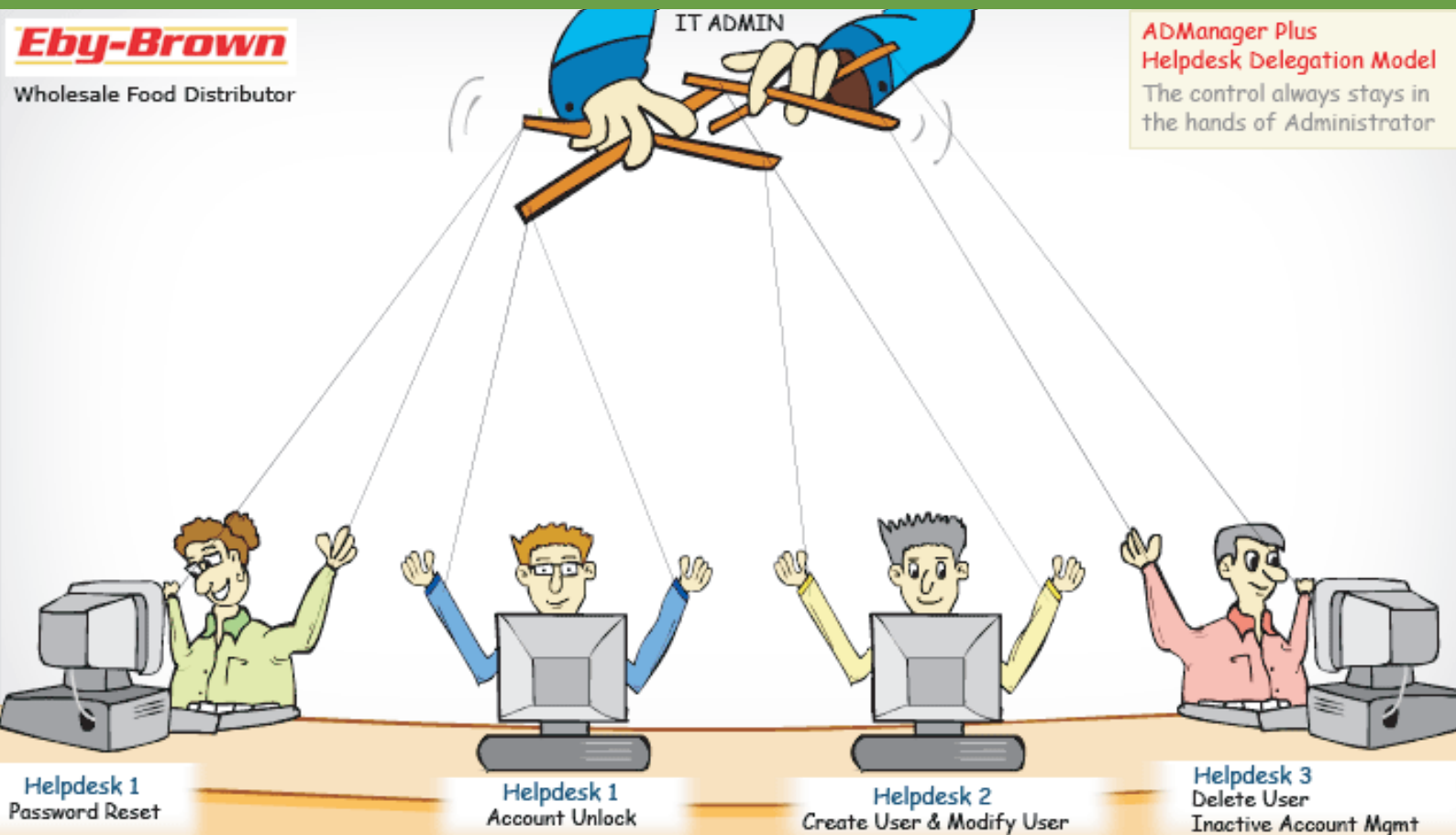


# Non-Invasive Active Directory Delegation: A Dream Come True For Eby-Brown



“ The ADManager Plus software has made it VERY simple to delegate common, every days 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.

**Customer :** Eby-Brown

**Industry :** Wholesale Distribution

**Location :** 7 Branches, HQ at Naperville, IL.

## What Eby-Brown Needed?

With a workforce of around 2500 spread across several locations and a proportionally large help desk, Eby-Brown's challenge lay in delegating inordinate Active Directory tasks to technicians, WITHOUT elevating their rights in the Active Directory, as this could award them control more than what their position would warrant for. That could also mean they own the potential to damage the Active Directory – willingly or inadvertently. Eby-Brown's infrastructure demanded an Active Directory Manager that will help their IT administrators to:

- To Delegate Help Desk Technicians' Authority.
- Moving Users From One Location to the Other.
- To Secure Their Active Directory.

## Enter ADManager Plus

ADManager Plus proved to be the right fit the groove that Eby-Brown was, for long, looking to fill. With user-friendly instructions and intuitive interface, and not to mention the multi-faceted features offered in clean-up, reporting and user-management, ADManager Plus surely had the appeal to be the preferred choice of a well-established wholesaler like Eby-Brown.

## The Catnip for Eby-Brown:

Eby Brown is completely sold out on ADManager Plus' AD Delegation model, which offered them exactly what they were looking for: ability to delegate Active Directory tasks to help-desk without elevating their rights, which could provide them undesirable control over the Active Directory.

Moreover, ADManager Plus also offers “templates” through which IT administrators can ensure a delegated task is carried out the way they prefer. With this system IT helpdesk is only a pawn in their hands that carry out orders.

With all this, an IT administrator can even make a technically naïve helpdesk agent carry out complex tasks such as Exchange mailbox management!

## About Eby-Brown...

Boasting of more than a century-old legacy in their field, Eby-Brown has been a leading convenience store supplier and wholesale food distributor of more than 11,000 name-brand products. They are the largest privately-owned tobacco and candy distributor in the US, with convenient warehousing that facilitates efficient distribution. No wonder, Eby-Brown has been consistently making it to the Forbes Top 100 in private businesses.

## About ADManager Plus

ADManager Plus is enterprise-wide Active Directory management software with out-of-the-box reporting user-management features. With an interface that allows ease of access, and simplicity of reports, ADManager Plus presents itself as an IT Manager's magic-wand when it comes to Active Directory management. Plus, the reports are oxymoronic – exhaustive in data intensity, yet simple to comprehend.

## Feast on the Features...

ADManager Plus is armed to the teeth for any Active Directory management task. With this tool, you can:

- Manage AD objects in bulk by using the CSV import/export feature.
- Generate about 150 different kinds of reports on Active Directory users and other objects, and schedule them to run periodically.
- Effectively manage Active Directory groups and OUs.
- Delegate Active Directory tasks and authority for technicians.
- Synchronize with Microsoft Exchange to create mailboxes.
- Think out any other feature of an AD Manager and it's bound to be in here... 🍌

## How ADManager Plus Struck Chemistry with Eby-Brown?

With an appealing array of features and relatively dwarfed pricing, ADManager Plus offers the best of both worlds. No wonder, AD Manager won the hearts of technicians in Eby-Brown.