



## Case Study: CSU East Bay

### Ensim Solution:

Ensim Unify Enterprise Edition streamlines CSU's day-to-day management of Microsoft Active Directory™ increasing overall security and enabling students to safely manage specific aspects of their own accounts such as password reset.

### Benefits:

- Cal State East Bay installed the complete provisioning system in less than one hour
- Reduced human error through the utilization of Ensim's web management automation
- Reduced the number of help desk calls by 30% through self-service password reset and email forwarding
- CSU can easily create and delete users without adding IT staff
- Unify takes 80-90% less time than the manual provisioning process.

### Supported Applications

- Active Directory
- Exchange 2003 / 2007
- BlackBerry Enterprise Server

### Supported Devices

- Windows Mobile
- BlackBerry
- iPhone with ActiveSync



## "Best in the West" University Aces Change Management

### Self-Service Web Portal Reduces Help-Desk Calls by 30%

*"Ensim Unify has allowed us to cut helpdesk costs by 30% while reducing our overall provisioning time by 80%. The fact that we were able to install and use Unify on day one demonstrates how well this product was thought out."*

*- Jonathon Taylor, IT Manager, CSU East Bay*

### Background

California State University (CSU) East Bay provides a vibrant learning community, which attracts a diverse student body hailing from a multitude of backgrounds and countries. The university offers research, degree and exchange programs that prepare students to compete and thrive in today's global economy.

The successful management of CSU's academic programs places constant demands on the university's IT staff, which is tasked with tracking the ongoing flux of students enrolling, transferring, changing programs, or leaving. With a student body of 9,000 full-time and 3,000 part-time students, as well as 3,000 faculty members, creating and deleting users had become a time-consuming and cumbersome task that was draining critical IT resources.

In addition to merely tracking users, CSU IT is also tasked with maintaining and creating email forwarding and distribution lists for each class. Until recently, CSU relied solely on two senior members of its IT staff who were proficient in utilizing the complicated scripts that the university had in place, and had to work with help-desk staff to address each student's needs manually, often only once a problem had already developed. These monotonous tasks took away from the other required duties of the IT department. Additionally, it required full-time, help-desk support and left considerable room for human error, like orphaned accounts that would require additional clean-up cycles for IT.

CSU East Bay, like many universities, had been using a Linux platform for managing necessary functions, including email, but had also begun to implement a Windows-based infrastructure, creating an extremely complex environment. It was apparent that CSU needed a more efficient way to meet its students' and faculty's IT demands. The university's senior IT staff considered several alternatives,

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including expanding its own home-grown system, but immediately recognized that the time and money required to write, test, implement, and maintain additional scripts would be prohibitive.

As with most all universities, CSU experiences frequent changes to both its student body and its academic programs, so finding a solution that could adapt to the constant flux and ongoing disruption that occurs from students coming and going and a continually changing curriculum was imperative. Recognizing these challenges, CSU decided to invest in a system that could support Active Directory and a Windows-based infrastructure now, while accommodating its ever-expanding application portfolio.

### A Dynamic Solution

After evaluating several solutions for automated provisioning of IT services, CSU found that only Ensim Unify offered a complete suite of snap-in modules that addressed these requirements, while allowing an easy upgrade path for future provisioning and management needs.

CSU chose Ensim Unify based on its needs for change management, automated provisioning, password resets, end-user distribution list management and email forwarding, all via an easy-to-use role-based Web portal. Unify's automated processes allow for easier and more fluid tracking of students enrolling and leaving the university, and allows students to handle tasks such as password resets on their own, rather than consuming the time of the IT staff.

In less than an hour, Ensim Unify was installed and the IT staff was effectively trained in how to operate it. Since deploying Unify, the number of help desk calls has decreased by 30% and the IT department has been freed to focus on other tasks, considerably increasing overall productivity.

*"We were impressed by the speed and ease with which Ensim Unify was installed," said Jonathon Taylor, IT Manager at CSU. "It has certainly made user provisioning a much simpler and more productive task and has freed out IT department for other more critical purposes."*

### Student Self-Service via Web Portal

By delegating simple tasks such as password-reset, Ensim Unify has significantly improved productivity for not only its IT staff, but also for faculty and students. Unify's self-service web portal allows student and faculty to reset their own passwords, create forwarding lists or make changes to distribution lists without having to rely on IT. CSU has already experienced a 30 percent reduction in the number of help-desk calls, freeing its IT staff to focus on more strategic projects rather than administrative issues.

Prior to installing Unify, many issues were not addressed until a student actually encountered a problem. Ensim Unify now streamlines CSU's day-to-day management of user provisioning and configuration, allowing for a smoother and more problem-free environment. Instead of manual updates to Active Directory or scripting for routine activities, IT leverages Ensim's built-in templates to deploy changes at the click of a button. Rather than implementing changes one-by-one for each server or testing and copying scripts, Ensim Unify serves as a centralized platform for rolling out applications and configurations to all servers based on established IT policies.

Unify automatically maintains all the critical reports that would have to be contemplated by someone writing custom scripts. This includes detailed logging of procedures, security audit reports, and basic claim reporting.

Prior to installing Unify, CSU IT staff, through various manual processes and scripts, had to create over 10,000 email accounts at the beginning of each semester. Unify allows CSU to automate this process, requiring 80 – 90% less time than the manual process. In addition, Ensim Unify reduced the number of help-desk calls filed as a result of manual processing errors by over 40%.



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### A New Focus for the Future

After focusing on issues around eliminating manual processes for Active Directory, CSU will likely increase the number of applications under Unify's management umbrella. Using Unify's software development kit (SDK) and web services capability, CSU plans to include both new applications and legacy applications through the Unify platform. Looking ahead, CSU hopes to eventually put all of its students on Ensim Unify, as well as look for ways to apply Unify to numerous other internal procedures.

"We're very interested to see what additional features Ensim will be releasing in the near future and we look forward to the opportunity to get all CSU students on Unify, as it serves to simplify both their lives and ours," Taylor said.

### About California State University East Bay

At Cal State East Bay students will join a vibrant learning community who hail from a multitude of backgrounds and countries. With research, degree, and exchange programs around the world, Cal State East Bay faculty and students teach and learn in a stimulating multicultural environment that prepares them to compete and thrive in today's global economy.

### About Ensim Corporation

Founded in 1998, Ensim Corporation is redefining user provisioning and access control software. Available as snap-in tools or a full suite, Ensim Unify allows organizations to decrease operating costs, improve workforce effectiveness, and meet security and compliance goals. Ensim Application Managers for Active Directory, Exchange, Mobility, and Password Reset deploy rapidly, deliver instant dollar-saving results. With over a million users currently supported, Ensim's proven products eliminate repetitive administrative tasks, returning IT to the business of driving innovation. Ensim is Microsoft Gold Certified. Visit <http://www.ensim.com> or contact Ensim at 1-877-693-6746 or 1-408-496-3700 outside the United States.

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### About Ensim Corporation:

Ensim Corporation is the leading provider of management software for Unified Communications and Collaboration infrastructure. Ensim products are used by service providers and enterprises worldwide to accelerate and enable deployment of integrated solutions, simplify and automate secure management of complex environments, and increase user and IT productivity.

Ensim is a Microsoft Gold Certified partner and also maintains strategic partnerships with many leading infrastructure vendors, including Research In Motion (BlackBerry), Hewlett-Packard, Accenture, Siemens and BroadSoft.