

Managing the Administration of IT Infrastructures for Enterprises

Ensim Unify Managed Edition offers a comprehensive system management solution that allows Managed Service Providers (MSPs) to administer and automate their customers' mission-critical application infrastructure. Endorsed by Ensim's extensive worldwide customer base (enterprise and service provider) with over 2,000,000 users under management, Ensim Unify Managed:

- Significantly reduces direct operating costs
- Provides user provisioning functionality to increase IT efficiency
- Enables web-based self-service (based on IT Policy) to boost productivity

Available for Microsoft Active Directory, Exchange, SharePoint, OCS/Lync, Group Management, Mobility, and many more; Ensim Unify Managed Edition provides change management, automated provisioning, mobile and client device configuration and support, delegated administration, extensible web services API, and resource optimization - all via an easy to use, role-based web portal.

Top Benefits & Features

- Centralized
- Streamlined Provisioning
- Provisioning & Change Management Automation
- Self-Service
- Mixed Environment Enablement

MSP Customer Deployments

Unify Instance	Ensim Product	Description	Status	Actions
Shared Platform	Unify Shared	Exchange 2010, SharePoint 2010, OCS and BES		
Acme Company	Unify Enterprise	Exchange 2007 and BES		
American Plastic	Unify Enterprise	Exchange 2010 and SharePoint 2010		
Standard Paper Co	Unify Enterprise	Exchange 2007		
Family Healthcare	Unify Enterprise	Exchange 2010 and Lync Server		

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Centralized Solution

A centralized web interface manages both dedicated and multi-tenant environments. MSPs can quickly provision and administer servers, applications and their users. Delegated administration rights for self-service capabilities reduces costs and increases customer satisfaction.

Streamlined Provisioning

Change management requests are streamlined and automated with role-based delegated administration functionality. Each action is time-stamped and allows administrators to easily review changes.

Provisioning & Change Management Automation

Automation of client software and hardware allows new users to be provisioned quickly and easily. Provisioning workflow automation ensures that all users are created in the same consistent manner; according to standard business process and policy.

Self-Service & Customer Satisfaction

Custom roles for administrators can be defined preventing unwanted access, while department managers and employees can self-manage via a simple user portal, reducing helpdesk calls. Self-service includes: Universal password reset, Self-configuration of clients and devices, and Group Management.

Mixed Environment Enablement

Rather than managing multiple environments in silos, Ensim Unify offers MSPs a bird's eye view of each of their customers' infrastructure, whether shared or dedicated. Administrators can log-in to each infrastructure easily from a single centralized, web-based console.

Ensuring Extensibility

Built with extensibility in mind, Ensim Unify comes with a comprehensive, open-standards based web-services API, allowing for easy integration with legacy systems. A complete SDK allows MSPs or ISVs to develop additional connectors for future enterprise applications, enabling MSPs to grow their business and stay ahead of competition.

MSP Benefits

- Centralized web-based console to manage all clients
- Eliminates access to native tools
- All actions logged in Unify for compliance and audit reporting purposes
- 60% reduction in helpdesk calls

Client Benefits

- Reduces misconfiguration
- Enforces standardization
- Includes mobile device configuration and support
- Role-based delegation ensures users and administrators have the access they need



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