

## Product overview

ManageEngine ADManager Plus is an identity governance and administration (IGA) solution that helps with AD, Microsoft 365, Exchange, Skype for Business, and Google Workspace management and reporting. It simplifies routine tasks such as provisioning users, conducting access certification campaigns, integrating with third-party applications, customizing orchestration profiles for life cycle management, and more. It allows admins to build a custom workflow structure for ticketing and compliance, and automate routine AD tasks. Additionally, its in-depth reports allow organizations to comply with regulatory mandates effortlessly.

Market Problems	How ADManager Plus Helps
Onboarding users across multiple platforms (AD, Exchange, Microsoft 365, and more) is difficult, time-consuming, and error-prone.	<b>User life cycle management:</b> One-step, multi-platform user provisioning in AD, Microsoft 365, Exchange, and more.
Manual execution of tasks, especially repetitive ones, can lead to inefficiencies and increased workload for IT teams.	<b>Automation and orchestration:</b> Automate routine AD tasks and create event-driven orchestration templates that execute a customized sequence of tasks.
Review privileged users' and groups' rights and memberships periodically for compliance and to avoid excess privileges.	<b>Access certification:</b> Review the access of users or groups to resources by creating campaigns and assigning technicians to approve or revoke access as required.
Need to identify, monitor, and clean up dormant accounts to avoid security threats.	<b>Comprehensive reporting system:</b> Over 200 built-in reports with on-the-fly management from each report.
Over burdening admins with manual management of user accounts and groups can lead to inefficiency and productivity loss.	<b>Delegation and workflow:</b> Delegate tasks to help desk technicians with audit reports, and create approval-based workflows to monitor and streamline the execution of various AD tasks.

**Business benefits:** Reduces operational costs | 360° user management and reporting | Improves productivity and security | Ensures compliance

## Evaluator type, expectations, and solutions

Managers	Administrators	Technical evaluators
<p>Interested in: Business benefits, reputation among clients, and ROI.</p> <p>ADManager Plus highlights:</p> <ul style="list-style-type: none"> <li>● Top companies across different verticals including education, banking, governments, and healthcare trust ADManager Plus.</li> <li>● ADManager Plus was conferred the Certificate of Networthiness by the Network Enterprise Technology Command (NETCOM) of the United States Army.</li> </ul>	<p>Interested in: Pain points, use cases, product features.</p> <p>ADManager Plus highlights:</p> <ul style="list-style-type: none"> <li>● Allow user onboarding on multiple platforms such as AD, Exchange, Microsoft 365, and Google Workspace.</li> <li>● Manage file server rights and AD security group memberships.</li> <li>● Comply with regulatory mandates such as SOX, HIPAA, PCI DSS, GLBA, and GDPR.</li> </ul>	<p>Interested in: Back-end workings of the tool, configurations, and other technical specifications</p> <p>ADManager Plus highlights:</p> <ul style="list-style-type: none"> <li>● Allows profile-based access.</li> <li>● Easy to deploy and use.</li> <li>● Includes fully functional demo sites and comprehensive help documentation to provide a better understanding of the tools.</li> </ul>

## 1. A first look at ADManager Plus

ADManager Plus is an IGA solution that simplifies identity management, ensures security, and improves compliance. With ADManager Plus, you can provision and deprovision user life cycles, run access certification campaigns, orchestrate identity management across enterprise applications, automate routine AD operations, implement approval-based workflows, integrate with various third-party applications, perform non-invasive delegation, and protect data on your enterprise platforms with regular backups. This tool provides a holistic view of your organizations' environment with over 200 preconfigured reports on your Exchange Server, Microsoft 365, Google Workspace, and Active Directory environments—all from a single console.

### Why you should choose ADManager Plus

- Perform intuitive GUI-based actions.
- Manage AD, Exchange, Microsoft 365, Skype for Business, and Google Workspace from a single console.
- Automate routine AD tasks.
- Monitor AD and Microsoft 365, mitigate risk, and run access certification campaigns.
- Access more than 200 prepackaged AD reports, or create custom reports.
- Execute AD tasks on a ticket basis with a multi-level workflow.
- Back up and restore AD, Azure AD, and Google Workspace objects granularly.
- Manage AD on the go with the iOS and Android apps.

## 2. Product highlights

### Centralized management

- Create users in AD, Microsoft 365, Exchange, Microsoft Teams, Skype for Business, and Google Workspace with customized settings for each platform.
- Create and modify objects in bulk via CSV files and intelligent templates.
- Manage group policies by creating, editing, and linking GPOs effortlessly.
- Migrate user accounts, groups, contacts, and GPOs across inter-forest and intra-forest domains using GUI-based actions.

### Automation and orchestration

- Automate critical routines such as cleaning up inactive users' accounts and bulk user provisioning and deprovisioning using a CSV file.
- Limit access to resources for specific time intervals using automation policies.
- Implement event-driven automation policies that seamlessly execute a sequence of tasks, such as granting or revoking access, both during provisioning and deprovisioning, across various enterprise applications.
- Integrate HCM applications and automate AD management tasks for easier employee life cycle management.
- Share automations to users or groups who are added as help desk technicians.

### Access certification

- Ensure a secure access management system through periodic reviews of users' and groups' access rights and permissions in AD and Microsoft, NTFS permissions, and Microsoft 365 services.
- Track the progress of access certification requests.
- Simplify this process by establishing automated access review campaigns, reducing manual effort, and mitigating risks.

### Risk assessment

- Gain insights into your AD and Microsoft 365's risk posture, assess identity-related risks, and evaluate risk indicators with a risk score.
- Obtain a risk score for your environment based on likelihood of occurrence and impact level.
- Take action with remediation measures to manage proactively and mitigate risks.

### Script-free reporting

- Generate and schedule more than 200 pre-configured, granular reports on AD, Exchange, Microsoft 365, and Google Workspace.
- Create custom reports using filters or LDAP queries to meet specific needs.
- Export reports in multiple formats including HTML, PDF, XLS, XLSX, CSV, and CSVDE.
- Generate compliance reports to meet regulatory standards such as SOX, the GDPR, PCI-DSS, HIPAA, and more.

### Help desk delegation

- Delegate AD, Microsoft 365, and Google Workspace tasks to help desk technicians for specific roles, groups, and OUs.
- Create custom help desk roles and delegate permissions without elevating privileges in AD.
- Generate help desk audit and technician logon reports to track AD technician actions and detect anomalies in comparison to established norms.

### iOS and Android apps

- Manage users on the go: Reset passwords, and unlock, enable, disable, and delete accounts.
- View reports on locked out, disabled, and inactive users, along with users whose passwords have expired.
- View, manage, and execute AD workflow requests.

### Workflow

- Build custom workflows with the required number of workflow agents.
- Raise requests to access resources, which can be reviewed by a designated authority before the IT admin executes the task.
- Trigger real-time notifications to concerned users at every stage of the workflow.
- Set rules for automated assignment of workflow agents and task priorities, and establish SLAs for timely request handling.

## Integrations

- Integrate with other important IT applications such as help desk software, human capital management (HCM) applications, databases, and security information and event management (SIEM) solutions.
- Leverage REST APIs to integrate with third-party applications or software.
- ADManager Plus integrates with:
  - ITSM and help desk tools:** ManageEngine ServiceDesk Plus, ServiceNow, and Zendesk, Jira, and Freshservice
  - HCM applications:** Zoho People, BambooHR, UKG Pro, and Workday
  - SIEM and log forwarding:** Syslog, Splunk, Power BI, Rapid7, and ManageEngine Log360
  - Databases:** Oracle Database, Microsoft SQL Server, Azure SQL and AWS SQL
  - Password self-service:** ADSelfService Plus
  - Privilege access security:** ManageEngine PAM360

## Backup and recovery

- Create full and incremental backups of AD and Azure AD objects, including users, computers, contacts, dynamic distribution groups, devices, applications, directory roles, and more.
- Easily restore AD and Azure AD objects, including attributes, without restarting the domain controller (DC), and monitor backup and restore activities through audit reports.
- Back up and restore Google Workspace mailboxes, contacts, user drives, and calendar items.