

Case Study: Marks, O'Neill, O'Brien & Courtney

Customer

Marks, O'Neill, O'Brien & Courtney

Ensim Solution

Ensim Unify Enterprise Edition provides secure, standard, remote provisioning and management of Exchange and Active Directory across all of the firm's offices.

Business Benefits

- Ensim reduces new employee provisioning time from 15 minutes to just a couple of minutes per user
- IT cuts the time spent on administrative tasks by about 30 to 40 percent
- Standardization and automation with reduce IT Administrator error, elevates security, and gives us an easy way to implement IT policies

Supported Applications

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

Supported Devices

- Windows Mobile



Law Firm Automates, Standardizes IT Provisioning Across Eight Locations

Ensim Unify Enterprise Edition Cuts IT Administration by 30 to 40 Percent

"With Ensim, we can log into a Web browser and configure everything we need to do. It's simple, flexible remote management across all our offices."

— Francis Marquez, Network Administrator

Background

As its enterprise grows, so do the number of IT assets that require management. After two decades in business and eight offices across the Northeast, defense litigation firm Marks, O'Neill, O'Brien & Courtney finds IT management increasingly more complex.

From the main office in Philadelphia, Francis Marquez, Network Administrator, oversees the IT infrastructure across all offices and about 160 employees. That number can vary depending on the time of year with all the staffing changes with new associates, summer interns, and paralegals.

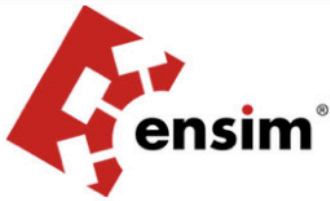
Besides a long list of strategic initiatives to address, he has found his job ever-more consumed by administrative tasks. They seem like menial tasks, but can cause real problems if done incorrectly.

"We've gone from a simple IT environment with a few servers and work stations to a more complex infrastructure, and we've revamped a lot of our mobile and messaging solutions," he said. "We've redesigned our backup strategy and upgraded security with better hardware. This coming year will be a continuation of that with more plans coming into view."

An integral part of a four person IT team, Marquez has been charged with reducing complexity and ensuring standardization across all offices and users. In the firm's environment, consistency in activities like new user setup is critical to controlling security and access rights.

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In the past, IT administrators would copy settings from an existing user to a new employee to get them setup. Copying the settings in Active Directory would take about 25 minutes, and could result in the new user inheriting incorrect settings or rights that could cause security problems. At the same time, manual setup increased the chance for an error that would take even more time to debug and correct.

“We had to worry about possibly missing or forgetting something, and then find out the person can’t log in or ended up in the wrong security or distribution group,” Marquez said. “You inherit certain properties you don’t need and may be giving employees more carte blanche access to the system than they need.”

Anticipating an upcoming security audit, the firm wanted to put in place more stringent password policies and standardize IT administrative practices, while reducing time consuming manual activities.

The Ensim Unify Solution

The firm looked at a couple of options for streamlining IT administration. Marquez found Ensim Unify Enterprise Edition systems management software offered the most flexibility for managing multiple locations.

“The native tools we looked at were static and only available on the work station or server you have to log into,” he said. “With Ensim, we can log into a Web browser and configure anything we need to. It’s simple, flexible remote management across all our offices.”

The software enables IT to automate provisioning and configuration, ensuring consistency and reducing manual errors. Initially, the firm is using Ensim Unify to manage Exchange and Microsoft Active Directory.

To get started, Marquez received a link from Ensim for download and installation. In about 45 minutes, the application was up and running. Within just 24 hours, he was using it for IT management, without any training required.

Faster New Employee Setup

Now, system administrators automate user and group provisioning via the customizable templates in Unify. The templates ensure consistent configuration of users across all locations in a matter of a few clicks. When a new employee joins, IT administrators turn to Ensim to configure the new user settings regarding access and distribution groups automatically.

“It’s so much easier to create a new user with a template compared to doing it manually,” Marquez said. “Having a defined set of parameters that are automatically applied saves us time and ensures we manage users consistently and appropriately.”

Marquez particularly notices that efficiency on Monday mornings, when after a long weekend, the task list is longer than other days of the week. For him, Ensim reduces new employee provisioning time from 15 minutes to just a couple of minutes, allowing him to move on to other fires more quickly.

With the ease of using Ensim, and remote management capabilities, he can also delegate administration to other IT members and be assured of consistency in the provisioning process. Next, IT plans to extend access to Human Resources to enter data on new employees.

More Secure, Consistent Administration

By managing the infrastructure through a single portal, the law firm ensures that policies are maintained throughout the environment. For the busy IT team, Ensim Unify also reduces the time spent on administrative tasks by about 30 to 40 percent—giving them more time to focus on strategic initiatives related to the dynamic organization.



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In the coming year, the firm's plans include projects to improve documentation, reporting, security and archiving. Applying Ensim Unify Enterprise Edition to automate management of BlackBerry® Enterprise Server will further streamline administration.

Beyond efficiency gains, Marquez credits Ensim with providing valuable standardization and the peace of mind that comes with that.

"Imagine incorrectly configuring a user and having that propagate throughout the enterprise," he said. "It's our goal to make it correct from the beginning, so standardization of user setup is one of the biggest benefits. It's a great tool in our enterprise."

About Marks, O'Neill, O'Brien & Courtney

Marks, O'Neill, O'Brien & Courtney has been at the forefront of defense litigation for two decades, representing the interests of corporations, carriers and individual clients in all areas of defense litigation. With offices in Pennsylvania (Philadelphia, Pittsburgh and Doylestown), New Jersey, Delaware, New York (New York City and Elmsford) and Maryland, we offer our clients the benefits of a regional approach to their litigation needs. The firm's key practice areas include construction litigation, product liability, toxic tort, environmental claims, malpractice, labor and employment, and property and casualty litigation. For more information, visit www.mooclaw.com.

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.