



The Company - Cushman & Wakefield

Cushman & Wakefield (C&W) is the world's largest privately-held commercial real estate services firm. Founded in 1917, it has 230 offices in 58 countries and 15,000 employees.

The firm represents a diverse customer base ranging from small businesses to Fortune 500 companies.

Their Challenge

With so many offices, employees and associated consultants and companies throughout Europe, Cushman & Wakefield's EMEA IT department was facing several challenges.

Following the implementation of Information Technology Infrastructure Library (ITIL), IT Systems Architect (EMEA), Vinit Khandelwal, felt the pain of too much time spent delegating administrative Active Directory permissions, setting up user accounts and creating home folders and mailboxes for its large employee base. There was also a need to de-centralize the account creation process.

User account creation and provisioning was a process that involved several individuals with varying permissions, which often resulted in inconsistent or incomplete data. In order to ease the burden on IT management, they needed to delegate the ability to create new users to 1st line staff, without granting them administrative rights.

In addition, audit requirements dictated that new accounts could not be created without a unique employee ID assigned by Human Resources and an internal ticket number produced by the ticketing system. This process could not be implemented using standard AD tools, and tracking accounts without employee ID further complicated the company's ability to produce good audit results.



"rDirectory has not only saved us time in provisioning Microsoft's Exchange Mailboxes, Windows Home Directory, Live Communication Server (LCS) and Active Directory accounts from one simple page, but it has also given us the ability to delegate these activities to our frontline staff, which was a requirement following implementation of ITIL practices."

- Vinit Khandelwal
IT Systems Architect

Namescape's Solutions - rDirectory, joBot, and mPowerTools

rDirectory provided a solution that could be customized quickly to C&W's needs. It allowed IT management to delegate tasks to the local IT departments without providing additional rights.

Data integrity controls, such as validation expressions, pick lists and object selectors ensure that data is entered properly, so now IT staff in any location can create and modify user accounts – error free! An audit trail tracks who created accounts and when.

For accounts created by AD Administrators, Namescape supplied an additional solution for the firm using joBot's automatic reporting feature to alert IT when a new user account is missing the appropriate Human Resources employee identifier. rDirectory and joBot work in unison to ensure the integrity of Active Directory data.

"Our last audit was very clean," said Vinit.

joBot again provides value when 'the VIPs are on holiday and joBot notifies IT that a password is about to expire.' Proactive measures can be taken to ensure continuity in service for these important users.

Vinit also uses mPowerTools in combination with rDirectory to facilitate bulk management tasks such as finding and moving leavers to a separate container.

Now, most tasks can be completed by 1st line support staff, leaving the 2nd and 3rd lines to concentrate on projects and call escalation.

"I cannot thank you enough for convincing us to buy mPowerTools! It has saved us many, many hours of work and is one of the reasons for timely project delivery." - Vinit Khandelwal

The Results

The company was able to implement rDirectory quickly and safely with no downtime for transition or compromise of data integrity.

And when technical support was required, Vinit said, *"Namescape support is one of the best compared to other vendors. They are quick to respond and the resolution time is pretty short. Even though we are in London and they are in the USA, I have never had a problem with turnaround time. Calls logged in the morning are responded to and mostly resolved by afternoon in UK."*



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