



DISTRIBUTEL CASE STUDY

Increase Security by Reducing Privileged Access

COMPANY PROFILE

Distributel is a telecommunications company, and one of the pioneers of the independent service provider industry in Canada. Distributel has evolved from a long-distance provider to become a growing, national, full service telecommunications provider. ThinkTel, the Business Services Division of Distributel, provides advanced voice and data services for the Small, Medium and Enterprise business segments throughout Canada.

CHALLENGE

As a top Microsoft Solutions Partner, ThinkTel focuses on Microsoft Enterprise Solutions, ThinkTel has productized a number of innovative services for Microsoft's Unified Communications stack.

One of the solutions, Think 365 Connector, integrates all the customer's traditional telephony features seamlessly into Skype for Business Online within Microsoft's Office 365. This provides instant messaging, screen share, conferencing, as well as the ability receive PSTN calls or to dial out to any PSTN number via a PC, laptop, smartphone or handset.

In order to provide services like Think 365 Connector, ThinkTel must not only manage their own network, but must manage their customers' Office 365 tenant. This results in a few major challenges.

ThinkTel Help Desk staff must only have just enough access to customers' Microsoft Office 365 tenant to support the ThinkTel products & services being consumed by the customer. Default Office 365 Administrator role or Delegated administration privileges could allow ThinkTel Help Desk staff to access sensitive customer data, or could lead to

Help Desk staff making unwanted or incorrect changes to the customer's network.

"We need to allow our Help Desk staff to do their jobs and get access to the information they need to solve problems. But we can't afford to give our Help Desk staff administrative access to all our customers' tenants. **We needed to find a solution that allows Help Desk staff to do their jobs without administrative access**" says Michael LaMontagne, Senior UC Architect & Microsoft MVP at ThinkTel.

As their business customer base grows and becomes more complex ThinkTel's support services must also grow significantly. Slow support services and problem resolution can lead to customer dissatisfaction and a loss of business. **As a result, ThinkTel needs to find easier ways of diagnosing and fixing problems within customers' Office 365 tenant.** "With the growing complexity of services, Help Desk staff often don't know where to look to solve a certain problem, or they might not know how to use the administrative tools. We need to provide Help Desk tools that allow our staff to easily extract the information they need to solve problems".

SOLUTION

In the past ThinkTel developers had built tools to help their staff manage new services offerings. But as they started to roll out new services they realized it would be easier if the administrators could build their own tools. After studying available tools, ThinkTel decided to move forward with the Cloudbridge Platform. **With full support for Microsoft PowerShell, the Cloudbridge Platform allows ThinkTel administrators to quickly build the needed Help Desk tools.** Help Desk staff can be provided with a simple web user interface which allows them to find the information they need to quickly diagnose problems.

In order to be able to allow Help Desk staff to access the information they need without giving them administrative credential, ThinkTel **decided to use Cloudbridge's Privileged Task Management (PTM).** "Cloudbridge offers PTM which allows administrators to control user and group access to objects or system actions according to the role the user or group is expected to perform within the organization. **This is enabled without having to grant any underlying native access which could compromise important customer data**" says Michael LaMontagne, Senior UC Architect & Microsoft MVP at ThinkTel.

Using the Cloudbridge solution ThinkTel can allow Help Desk administrators to get the information they need from customer networks, without ever having to provide administrative credentials. This provides ThinkTel with a competitive advantage as their customers feel more comfortable buying a solution they know will not compromise their tenant.

BENEFITS

Total Cost of Ownership - With the Cloudbridge Platform ThinkTel have a lower total cost of ownership for managing customer tenants. Cloudbridge tools allow support issues to be solved much more quickly. What previously took hours can now be done in minutes. This means that ThinkTel can provide more Help Desk service with less staff.

Higher Customer Satisfaction - Using Cloudbridge ensures that there is no risk that customer services will be compromised by Help Desk staff. This provides customers with peace of mind and helps ThinkTel retain customers.

Customers can be onboarded more quickly - Using the Cloudbridge platform, ThinkTel can automate the onboarding process for new customers signing up for Office 365 solutions. This gets customers up and running more quickly and allows ThinkTel to collect revenue sooner.

ABOUT CLOUDBRIDGE

Cloudbridge's solutions re-imagine IT management. By enabling true automation, we empower organizations to reduce their security exposure, reduce their operational costs and embrace new technologies in ways that empower their business.



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