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for eDirectory/NDS and NetWare

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## Higher Education IT Administrators reduce Helpdesk risks with DSRAZOR

### The Market:

IT departments in higher education

### The Situation:

Understaffing of IT departments is common within university and college institutions. Often the IT staff are serving thousands of customers, from students to the Dean, across multiple sites and buildings. As a result, they are very busy and are continually looking for solid solutions that allow the delegation of helpdesk tasks *without the need for intensive training*. Additionally, these IT staff require solid methods to manage student accounts, as well as to campus and district-wide standards.

Common duties for the IT helpdesk staff include frequent calls concerning forgotten passwords, requests to be added to or deleted from distribution lists and groups, account de-activation requests, and intruder lockout resets.

### The Solution:

DSRAZOR for eDirectory/NDS and NetWare is a platform that provides IT helpdesk administrators and staff with tools they need to reduce risks while maintaining standards.



### Delegating Helpdesk Duties:

When you use DSRAZOR you receive the power to delegate a number of helpdesk duties without the need to assign change privileges to non-administrative staff. With DSRAZOR you can delegate many functions including:

- Reset Intruder Lockouts
- Change Passwords
- Disable Accounts
- Create Users
- Use ZENworks Remote Control

When you use DSRAZOR's Zero Privilege Helpdesk NLM, you need only assign Browse and Read privileges to your IT helpdesk staff. By eliminating the need to assign Supervisor and Write privileges, you reduce security risks.



Angel Howard of Armstrong Atlantic State University explains, "This application [DSRAZOR] allows me to create useful applications that can be distributed to our helpdesk. DSRAZOR gives me the advantage of allowing additional staff the ability to assist users without my having to worry about giving excessive rights in order for these tasks to be done.

*DSRAZOR is a wonderful application and one that I will continue to use and expand upon in the future."*

Request your free evaluation of DSRAZOR today!

DSRAZOR in Education  
Reduces Helpdesk Risks

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### Modifying and Creating stand-alone applets:

With DSRAZOR's patented Designer drag and drop interface you can create the applet you need to get the job done and nothing more. Each applet you create can be saved as a stand-alone Windows application that you distribute to your helpdesk staff. These Applets help eliminate high training costs associated with all-powerful consoles that claim to "do it all". DSRAZOR comes with over 140 ready-to-use applets that can be quickly modified as you require.



Mike Biedermann, the PC support analyst of The University of New Mexico Hospitals says, "We find DSRAZOR to be a very useful tool for our organization. Our use of DSRAZOR is with our helpdesk where we have customized several applets. The helpdesk uses DSRAZOR to expedite many tasks such as NDS lookup, changing passwords, updating NDS user information, managing groups, and ZEN Desktop Remote Control."



### Account Management Features:

With over 140 ready-to-use customizable applets to choose from, customers quickly find applets that solve their issues. Among the account management features that many customers have found particularly useful include:

- Finding and Removing Unused Accounts including their GroupWise Account and Home Directory
- Importing New Users, Group Members, or other attributes
- Finding Duplicate eDirectory/NDS Accounts
- Changing the Volume and/or Path of multiple User Home Directories
- Managing custom eDirectory/NDS attributes

Additionally, many customers find our *Smart Delete* functionality to be extremely useful. This function allows the administrator to multiple delete student accounts including their GroupWise account and home directory in one easy step.

"Being able to delete NDS accounts and their associated home directories at the same time is a great time saver," says Biedermann. "We use the report features to help clean up our NDS tree and keep it up to date."



Sue Avis of Paston College says, "I use DSRAZOR a great deal for documenting our network and I use it at the end of the year for removing student accounts and their data in one go. It's a great time saver!"

### Conclusion:

When you use DSRAZOR you can quickly delegate tasks and reduce security risks by distributing helpdesk applets to teachers and other staff while maintaining your site's standards.

Experience the power of DSRAZOR today; request your free evaluation from:

<http://www.visualclick.com/content/dsrazornw.htm>

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