



## Matanuska Telephone Association Uses DSRAZOR to Enhance Reporting, Streamline File Server Space

### Background:

MTA (Matanuska Telephone Association) is an Alaska-based communications company that serves as an ISP for thousands of broadband customers in South Central Alaska. MTA uses a Windows Active Directory environment for its 750 user objects across five locations, which include headquarters in Palmer and four satellite offices.

### Challenge: Reporting on LDAP Information, Cleaning File Server, and Delegating Tasks

In March 2007, MTA's Network Administrator, Finn Rye, began searching for a solution that would enhance the speed and accuracy of his reporting process; quickly locate unused files on the file server; and enable him to safely delegate tasks to the HR department.

MTA was in the market for a product that could "search Active Directory LDAP and Microsoft Exchange attributes for information and present it in a usable format". Rye explains, "Specifically, I needed a report that would give me every SMTP address for every user, which wasn't easy to do with Microsoft Exchange Server."

Rye also wanted to be able to find unused files on the file server so that he could archive and then remove such files, thereby freeing up valuable server space. Another capability Rye sought was delegating tasks—such as updating user account information—to the HR department.

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## Action: Investing in DSRAZOR for Windows

Visual Click Software performed a DSRAZOR for Windows presentation for Rye, and he was greatly impressed by the product's features. Of particular interest to him were DSRAZOR's customizable applets. After granting permissions in Active Directory, Rye can share DSRAZOR applets that enable users to manage AD tasks that correspond with those permissions. Add to that the fact that DSRAZOR applets can be saved as .EXE files, and the process of delegating tasks to other departments is both safe and straightforward.

An element that further distinguished Visual Click's DSRAZOR from other products was its "Create My Solution" service. "I've been really impressed," Rye says. "When I used it the first time, it was so easy, and the customer service was phenomenal."

MTA purchased DSRAZOR for Windows in April 2007. When asked how he would characterize the DSRAZOR implementation process, Rye stated, "It was extremely simple."

## Results: DSRAZOR Reduces Report Creation Time by 90%, assists MTA in File Server Cleanup

DSRAZOR for Windows proved especially useful to MTA when the IT team needed to create reports on Active Directory LDAP information. Rye says, "DSRAZOR for Windows gave me a breakdown of every SMTP address for each user." According to him, without DSRAZOR, the process of creating these reports "would have been an administrative burden. It would take an hour to pull a report; then, I would have to put it in Excel and massage it, whereas with DSRAZOR for Windows, you just click a button, let it run a query, save it to an Excel spreadsheet, and that's that." Rye adds that DSRAZOR for Windows cut his report creation time "by 90 percent—to one tenth of the time."

In addition to saving time and resources, MTA's IT staff has also used DSRAZOR for Windows to save valuable space on the file server. Finn Rye explains "I wanted to do some cleanup on the file server; we wanted to find files that weren't being used any longer, archive them, and then remove them." Using DSRAZOR's Find files unused on a file server over 365 days applet, Rye was able to perform file server cleanup in short order. "We were just trying to reclaim some space, and this applet helped us easily identify those files."

**"My main objective was to be able to search LDAP and Exchange attributes for information for reporting purposes," says Finn Rye, MTA's Network Administrator. "DSRAZOR for Windows enabled me to accomplish that."**

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**DSRAZOR**

for Windows



**When asked to describe his experience working with Visual Click's Customer Service and Support staff, without hesitation, Rye says "Excellent. I feel like when I called in, I was given 100% full attention. It was quick and easy, and the staff was knowledgeable."**

Rye addressed some of his IT issues using the standard applets that are included with DSRAZOR. He also made use of the "Create My Solution" service, and he is delighted with the level of service he has received. He says that the applets Visual Click's Tech Support staff customized for him "were easy to use, and I was really pleased with how quickly and accurately they were created for me. I had three customized applets created, and they met my requirements."

Finn Rye realizes that his IT staff can save valuable time and resources by delegating tasks to the appropriate departments. For that reason, his future plans for using DSRAZOR for Windows include "modifying a DSRAZOR applet to give to our HR department so that they can update user account information." These tasks, which Rye's department has been performing "are more in line with the job responsibilities of the HR department." That would enable Rye to focus his efforts on more mission critical tasks that require the expertise of a Network Administrator.

Finn Rye is satisfied with his department's investment in a Visual Click Software solution. "It's nice to have this tool in our toolbox." Rye adds, "My main objective was to be able to search LDAP and Exchange attributes for information for reporting purposes, and DSRAZOR for Windows enabled me to accomplish that." When asked to describe his experience working with Visual Click's Customer Service and Support staff, without hesitation, Rye says "Excellent. I feel like when I called in, I was given 100% full attention. It was quick and easy, and the staff was knowledgeable."

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## About Visual Click Software, Inc

Envisioned in 1996 and incorporated in 1999, Visual Click is the leader and pioneer in visually customizable computer network security access management and reporting applications.

**Network Security Access Management:** Our patented Visual Designer Technology allows for customer- specific applications to be developed in minutes rather than days, weeks or months. This powerful technology creates a new paradigm in network security access management. Previous technology either required use of overly large and complex 'consoles' that performed slowly and required product-specific training or required customized programming.

Our technology allows customers to create exactly what they need to control their network security access management without burdening the Administrator or requiring custom computer programming costs.

**Network Security Reporting:** Our patented Visual Designer Technology allows for customer-defined reports to be developed in minutes with very little training. This powerful technology allows the Network Administrator to focus on the important matters of securing a network. With minor customizations, each Network Security Report can simultaneously be used for Network Security Access Management. Each Network Security Report can also be used to change the Network Security issues it uncovers. This important technology solves two problems at the same time, namely, reporting about Network Security non-compliance and enforcing corporate Network Security policy.

**Customer Benefits:** Exceeding customer expectations is our number one goal. We know time is a resource that most IT professionals have in short supply. For this reason, our software is designed to reduce errors and minimize training costs, thereby freeing up valuable time to focus on more mission-critical tasks. From simplifying user management and maintaining regulatory compliance, to preparing for migration and delegating helpdesk duties, our software empowers our customers by saving them time and money associated with managing their networked environments.

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**DSRAZOR**

for Windows