

About Service Manager for Google Apps™

Cloud-based Computing Services – an evolutionary step that represents a significant shift in the ability to deliver IT services through a utility model. Flexibility and cost-savings are the primary drivers causing enterprises to consider cloud computing. Google™ is a leader in this space and Google Apps™ provides a well-known and trusted alternative to on-premises dedicated infrastructure.

With their investment in existing infrastructure, most organizations won't opt for an "all or nothing" approach to cloud computing, but instead will leverage the best of both worlds, mixing their on-premise collaboration applications with cloud computing. This flexibility allows them to save money and meet internal computing requirements for different types of users. It's a great idea except when it comes to managing users on two different systems.

To avoid the cost and complexity of managing two different environments, IT shops with a dedicated Microsoft® infrastructure look to **Ensim Unify™ Enterprise Edition** to provide a **single** console for access management and complete role-based user provisioning. This solution maximizes flexibility and keeps management overhead to a minimum – the best of both worlds.

Management Made Easy – About Ensim Unify Enterprise Service Manager for Google Apps™

With Ensim Unify™, IT administrators create and provision Google Apps™ accounts for any user within their existing Microsoft® Active Directory® infrastructure. Ensim Unify™ Service Manager for Google Apps™ seamlessly extends the automated provisioning, de-provisioning and change management of user accounts from Active Directory® to Google Apps™.

"Like many academic institutions, we have Active Directory®, but we are also implementing infrastructure using Google Apps™, and would like to simplify the management of this mixed environment. Ensim Unify Service Manager for Google Apps™ provides a more efficient way to meet our students' and faculty's IT demands because it removes the risk and burden of having to make manual updates, while letting them manage certain tasks on their own in one place."

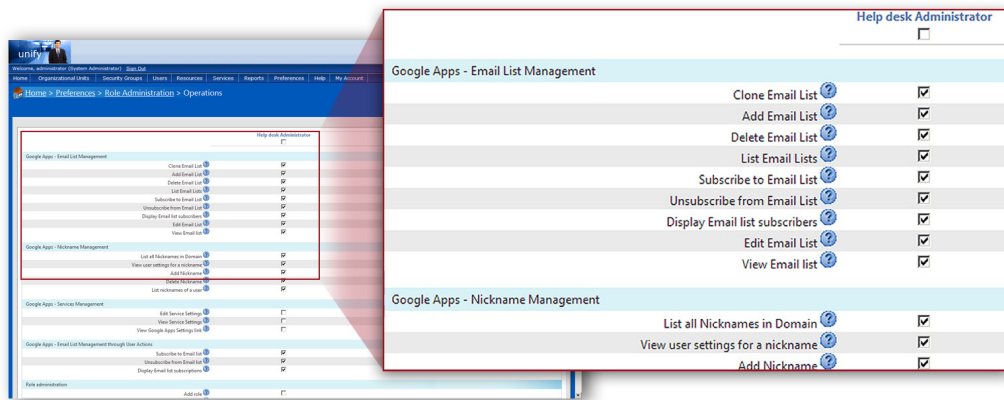
Umesh Reddy,
Systems Team Manager,
Jackson State University



Save Time and Money – Avoid Security Problems

Administrators don't need to manually setup Google App™ accounts for new users. They can use Ensim Unify's™ "one click" role-based provisioning to do everything they need to get those users up and running in seconds whether they are using on-premise MS Exchange™ or Google Apps™.

Ensim Unify™ keeps IT overhead costs low - email list and nickname management tasks can now be delegated to end users through a self-service portal. Email list management through Ensim Unify™ allows administrators to setup owners for each email list and then delegate membership management to respective owners of the list.



Cost Effective Service Delivery

Customers that purchased Ensim Unify™ for access management of their Microsoft® infrastructure including Active Directory® report successfully extending those cloud apps and allowing them to be interconnected and managed within their existing IT infrastructure without a professional services integration project.

Ensim Unify™ with Google Apps™ Service Manager allows system administrators to:

- Suspend Users
- Restore Users
- Reset Passwords
- Manage Nickname and Distribution List Management

End-user service options available for Google Apps™ and Gmail™ includes:

- Management of Distribution Lists (may be subscribable)
- Password Management
- Management of Nicknames



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