

Case Study



Viable Solutions, Inc. (VSI) hosts a variety of Micro Focus (formerly Novell) products, including but not limited to GroupWise email and NetIQ eDirectory systems.

For many years, VSI's Senior IT Administrators have been responsible for the setup, monitoring and maintenance of these customer facing GroupWise and eDirectory systems hosted in VSI's data center.

The Problem

Viable Solutions, Inc. has a number of customers to service. Some of the hosted GroupWise systems used to be in-house at the customer's site. Now that their systems are hosted at VSI's data center, the customers have had no access to make even minor changes to their email systems. Changes such as onboarding new users, password changes, and dozens of other common changes to users were no longer accessible to the customer's own IT Administrators.

VSI's customers wanted to be able to accomplish common user account changes on their own GroupWise Systems. Viable Solutions needed a remedy to accommodate customer requests, but with greater security limits and auditing capabilities than what is built into GroupWise and eDirectory.

The Solution

Viable Solutions, Inc. installed the "GroupWise / eDirectory Practice" for Cimitra which has 60 different Actions that can be accomplished without giving the customer any direct access to the traditional GroupWise Administration tool. Some of the Cimitra Actions installed by the Groupwise / eDirectory Practice have been removed so that only the exact features that Viable Solutions wants delegated are accessible to their customers.

Cimitra is an amazing product that extends the effectiveness of any IT department while simultaneously reducing its burden and increasing security.

Eliot Lloyd Lanes | Systems Administrator @ Viable Solutions, Inc.

My GroupWise customers are happier, and I have more time to work on bigger projects than day-to-day user management tasks.