Midwest Heart Specialists
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Midwest Heart Specialists Group Relies on DSRAZOR to Roll Out Corporate Directory and Enhance Operations

Organizes Active Directory and Delegates Account Updates to HR Department

Background:

Midwest Heart Specialists (MHS) is a nationally recognized group of 55 physicians, including board-certified cardiologists, radiologists, and vascular medicine specialists. As one of the largest cardiovascular practices in Illinois with over a dozen offices statewide, this 500-employee organization depends on an up-to-date corporate directory to ensure that its staff can collaborate effectively and communicate with one another as needed.

Active Directory management issues at MHS made maintaining an accurate corporate directory challenging. The IT team needed tools that could automate tasks being performed manually; delegate duties to the HR department without allowing them full access to Active Directory; and establish a method for corporate directory entries that ensured accuracy and uniformity. DSRAZOR for Windows addressed all of these needs, resulting in improved management of Active Directory and the corporate directory as well as the IT and HR departments' time and resources.

Challenge: Disorganized Directories

The main problem that the IT team faced was that whenever the corporate directory needed the slightest update – be it a new phone number, address or job title – a Network Administrator or Help Desk staff member performed that change manually. What's more, MHS did not have a standard format for the directory's data entries.

"Our Active Directory was disorganized," says Alex Szmutko, Network Administrator for Midwest Heart Specialists. "We were putting everything in manually, and we were duplicating the work of HR."

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With 500 users, the Human Resources group was constantly pulling the Network Administration and Help Desk groups away from high-level projects to perform updates to the corporate directory. The IT team was challenged with finding a way to enable HR to make these changes on their own while limiting what areas of Active Directory they can access.

Another critical factor was the need to adopt a standardized approach for entering data in the directory. At the time, the corporate directory contained inaccurate data, and there was no uniformity in its presentation.

Action: Migrating to DSRAZOR for Windows

Recognizing the issues they needed to address, the IT group budgeted for a solution and began a search, which yielded three potential providers. After assessing the alternative products through white papers, sales conversations and webcasts, the group chose Visual Click Software's DSRAZOR for Windows for its customizable applets, ease of use and level of support.

The initial implementation and utilization of DSRAZOR for Windows was simple and straightforward. Soon thereafter, MHS requested that Visual Click's Technical Support team develop a customized DSRAZOR applet containing features specific to MHS's needs. This DSRAZOR for Windows applet enabled the organization's HR department to manage user information in Active Directory independent of the IT team. As a result, the HR team could update the corporate directory and Active Directory simultaneously, without needing permissions that would create security risks.

Results: Reduced Time and Costs, Improved Security

The DSRAZOR for Windows implementation has proven a success for Midwest Heart Specialists. Now, all of the group's offices have a standard format for entering work-related data in Active Directory. The formatting is consistent for phone numbers, addresses and other relevant data in the corporate directory.

Another positive outcome of this process is that the HR team now edits account details on its own using a customized applet from Visual Click. "DSRAZOR allows us to delegate the responsibility of inputting new changes," says Szmutko. "It now takes less time to accomplish tasks related to the corporate directory, and we have eliminated duplication of effort."

The group ultimately chose Visual Click Software's DSRAZOR for Windows for its customizable applets, ease of use and level of support.

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Using DSRAZOR, the HR department can change phone numbers, addresses and job titles. HR only calls upon the Network Administrator to create accounts, delete accounts or change account names. If needed, these tasks can also be delegated to the HR department using DSRAZOR. "We have offloaded tasks that previously would have been done by Network Administrators," he adds. "That frees up our time to work on more valuable projects."

Without DSRAZOR, the organization was unable to create a fully functioning and effective corporate directory, says Szmutko. Now, the directory is in place and accessible to everyone in the organization. That's an important factor in a 500-member organization where success depends on communication and collaboration. Having immediate access to employee information saves time and enhances the performance of the entire organization.

"Because of DSRAZOR for Windows, we were able to develop a custom applet that allows non-IT to interact with the Active Directory," says Szmutko. "As a result, our organization now has a custom-built web application, which allows our employees to quickly and easily search Active Directory and receive accurate, uniform information."

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"We're just very pleased," says Szmutko. "Without DSRAZOR for Windows, it would be very difficult to have a well maintained corporate directory and still hand off responsibilities to Human Resources."

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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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