



Managed IT with HelloID: A ticket to the future

IT AND SERVICE AUTOMATION FOR
MANAGED SERVICE PROVIDERS (MSP)



TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

INDEX

- 3 Smart in the Future: Helpdesk Automation
- 7 Simplify IT Management: Automate & Delegate
- 10 Focus on Your IT Innovations, Not Manual Processes!
- 12 Digital Workplace With Cloud Access Management

SMART IN THE FUTURE: HELPDESK AUTOMATION

Today, companies can rely on the fact that their managed service providers offer the latest and most efficient services combined with modern technologies and the best price-to-performance ratio. In the ongoing collaboration, suggestions for improving the company's own productivity, efficiency, and safety are expected.

As an MSP, you are always looking for ways to optimize your processes. You must use IT automation to optimize your IT administration effort, reduce costs, and, at the same time, increase your service level and customer satisfaction.

How do you do that?

1. Service Automation with Dynamic Forms:

Service Automation simplifies and automates the maintenance of user accounts or the allocation of authorizations and access to IT resources, programs, folders and files for the helpdesk. The automation of user and authorization management reduces both the workload of the helpdesk and the qualification requirements for the employees. The helpdesk is relieved and can serve more customers with the same staff. In the end, the entire process becomes more effective and efficient. Your service level increases significantly.

2. Service Automation with self-service and workflow for your customers:

You can further increase your service level while reducing costs by offering your customers a product portal with self-service and workflow functionality. Your customers' employees can then independently apply for authorizations, applications, resources, etc. and have them approved by your line manager. Service Automation carries out the changes directly and automatically in the network without your helpdesk having to intervene. Your customers will be impressed by this exceptional service!

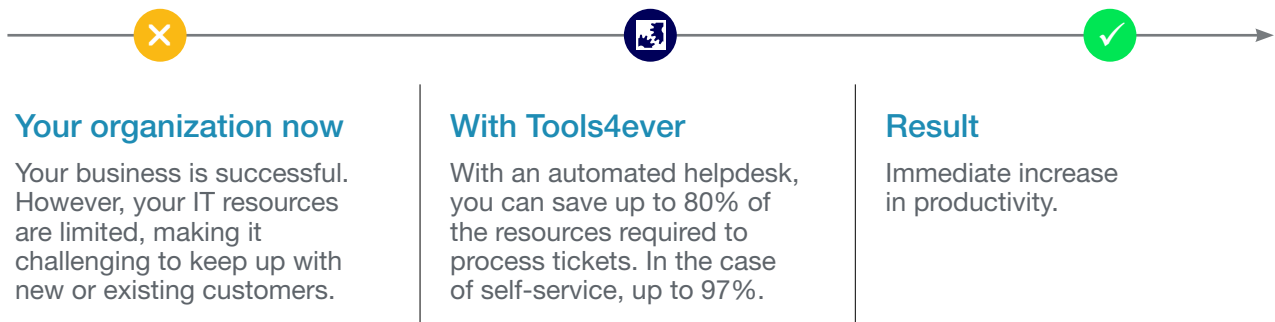
3. Digital Workplace:

Your customers will be thrilled if they can use the services you offer regardless of device and location. HelloID offers a web-based dashboard for your SaaS and intranet applications, including a single sign-on functionality. Legacy applications are accessible via Citrix technology. Using self-service and workflows, users can request access to resources and have them approved by their line manager. The changes are carried out automatically in the network or in the Cloud Service Automation. User provisioning offers automated on- and offboarding for the dashboard. Multifactor authentication (MFA) also guarantees you a secure login process.

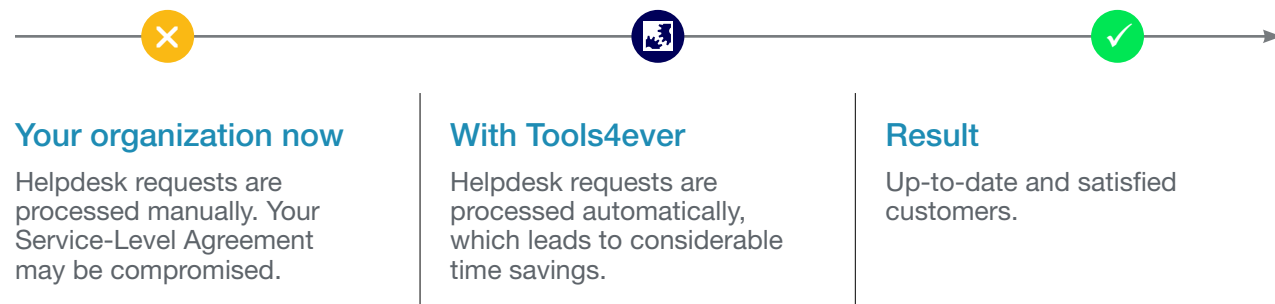


In a competitive environment, it is crucial to create added value through innovative solutions and to differentiate yourself from the competition. Through creative ideas and solutions, you can become a thought leader in your market and we, at Tools4ever, will accompany you. Our customers have valued and trusted us for 20 years.

Productivity



Service-level agreement





Digital workplace



Your organization now

Lack of a user-friendly dashboard.



With Tools4ever

A user-friendly dashboard that provides:

- ✓ Access and single sign-on capabilities for all SaaS and network applications.
- ✓ Automated on- and offboarding, access policies
- ✓ MFA for additional security.



Result

A dashboard that meets modern technology requirements.

Resources



Your organization now

Manual ticket processing requires perfect knowledge of the native tools for managing the infrastructure.



With Tools4ever

With an automated helpdesk, you only need to know the basics. Administrative tools are replaced by forms. The Tools4ever engine does the rest.



Result

Easier hiring and onboarding process.

Security



Your organization now

Employees may have elevated rights beyond what they need, and may not create a log of their changes.

With Tools4ever

With an automated helpdesk, employees only have access to customer-specific forms. Only the Tools4ever engine needs administrative rights. All changes are logged.

Result

Reduced security risks and an audit trail.

Training



Your organization now

When the tickets are processed manually, the employees must be instructed and trained in the customer's processes. These training courses can last up to 1 week.

With Tools4ever

With an automated helpdesk, the customer processes are configured in the forms. Forms training takes less than a day.

Result

Personnel management is simplified. Employees can switch from one customer to another more easily.

Example for 20,000 tickets per year



Your organization now

- ✓ 1,000 creation / deletions
 - ✓ 1,000 changes
 - ✓ 5,000 password reset requests
13,000 Access rights
- Approx. 1,900 hours / year

With Tools4ever

- ✓ Automated Helpdesk:
Approx. 600 hours / year
- ✓ Self-service:
Approx. 150 hours / year

Result

- ✓ Automated helpdesk: up to 68% more savings
- ✓ Self-service: up to 92% more savings

SIMPLIFY IT MANAGEMENT: AUTOMATE & DELEGATE

Service Automation with Dynamic Forms

With Dynamic Forms from HelloID, each of your employees and customers benefits from simply designed administration and request processes that are second to none. Dynamic Forms save your administrators, helpdesk staff and even yours. A tedious, labor-intensive user administration for customers, because they receive it. Possibility of changes in the network, in target systems, and even in the HelloID portal easy or automated to carry out or request using simple forms.

Implementation

HelloID's Dynamic Forms provides all authorized users with the ability to perform administrative tasks and processes, regardless of their prior technical knowledge. Lengthy tasks in user administration and provisioning, which normally require in-depth administrator knowledge, can now be easily carried out via the HelloID portal. Thanks to the simplified user interface, your administrators can not only manage user data faster than ever before but can also delegate tasks to your helpdesk staff or other users without having to assign administrative authorizations. The self-service module even enables your customers to send, approve, and then process requests for applications, file releases, or device logouts via forms.

With Dynamic Forms from HelloID, your IT administrators receive a solution that ensures uniform and automated user and authorization management. As soon as a form is submitted, HelloID automatically runs the process according to the specified settings. For example, a manager can grant his employee access to a specific application or file share at any time using Dynamic Forms. Likewise, your customers' employees can request resources themselves using the self-service form entries. Applications may need to be authorized before processing. In this case, they will be forwarded to the user's manager or the corresponding "resource manager" for approval or rejection.



Creation

With HelloID, your administrators and IT staff can intuitively create customized forms for all types of processes. To do this, form components (e.g., input field, grid, checkbox, dropdown list) may be added to a form through an intuitive drag-and-drop interface. Each component can be customized with validation rules, data source connections, and more.

Tools4ever offers some ready-to-use scripts for general processes, but administrators can also create all scripts for any task. The way it works is based on the fact that information from data sources and external APIs are integrated into form components via PowerShell scripts: This happens in real time as your customers fill in the respective fields. And that is what makes the solution so dynamic. The results are then filtered based on the data entered in the form. Suppose one of your administrators wants to see which group memberships have been assigned to a particular user. Then he simply enters the name of the user in the field provided and immediately receives a filtered list for selection with which he can now carry out further actions.

Follow-up

HelloID automatically logs all administrator and user activities for a better management overview, user tracking, and audit purposes. If a dynamic form is submitted and the corresponding process is carried out, HelloID saves a record of the activity, which contains the user, action, date, and time. Administrators can then use the reports that are generated to review these actions for network security and regulatory compliance. HelloID gives an insight into who accessed what and Dynamic Forms offers administrators the possibility to make changes quickly if necessary. Finally, both you and your customers can keep an eye on their self-service requests to track their progress.

FOCUS ON YOUR IT INNOVATIONS, NOT MANUAL PROCESSES!

Self-service workflows & Service Automation

The HelloID Employee Self-Service Workflows are a real ticket killer for your company. You delegate authorization management to managers or product owners at your customers and set up individually designed approval workflows. Your customers request access to applications, resources and data themselves using a product catalog without burdening your IT.

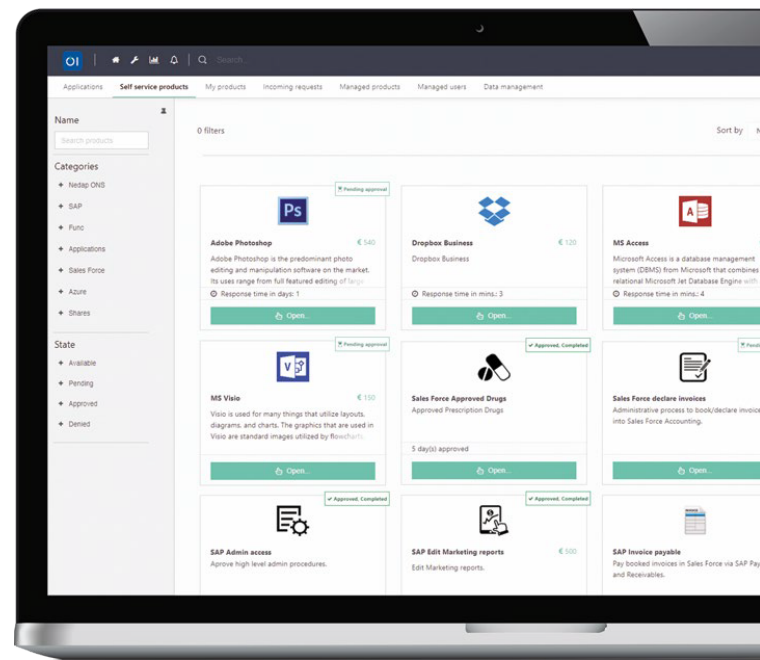
After approval by the manager or product owner, changes are automatically transferred to the customer's IT infrastructure and logged thanks to Service Automation. Self-service and automation with HelloID significantly reduces the workload for your helpdesk and contributes to the professional image of your IT department and your company.

TRONOX

“The powerful combination of HelloID Service Automation and TOPdesk leads to greatly simplified management processes and a stronger focus on innovation.”

Rick Davies, IT manager at Tronox

Source: Tools4ever case study



Self-service webshop

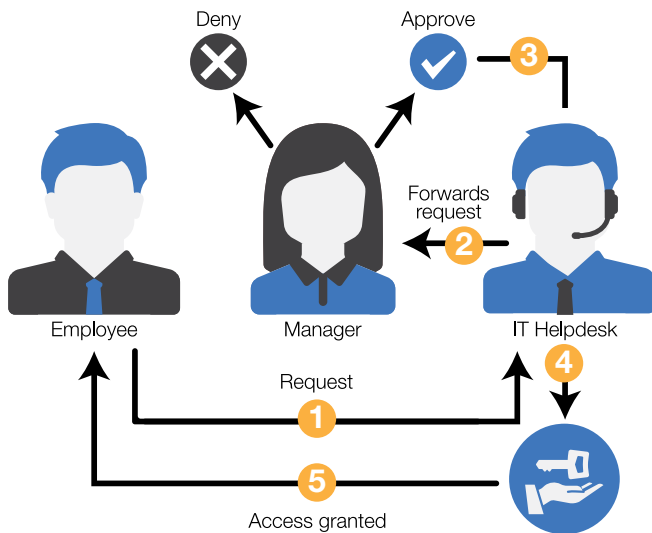
HelloID offers your customers a clear catalog of all available applications, authorizations and resources, comparable to an intuitive web shop, and combines this with the Service Automation function. Employees can request the desired products with a click of a button, and their request is submitted to their manager or the product owner for approval.

The requests are carried out 100% automatically without the intervention of an IT employee in the network. Service Automation thus ensures a simple, fast and user-friendly approval process for employees, managers and the IT helpdesk.

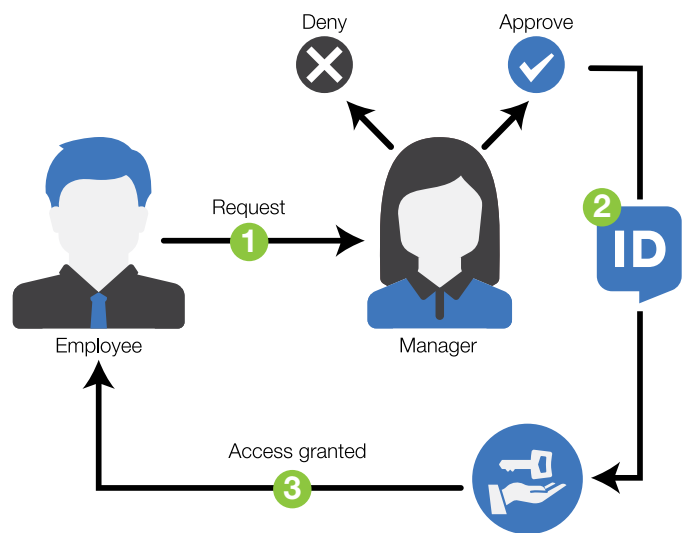
HelloID offers you standard software that you can configure individually according to your customers' needs. Multi-stage workflows are possible, including email notifications and the integration of substitute approvers, as well as groups instead of individual users.

Thanks to HelloID's comprehensive application programming interface (API), you can rapidly create and manage products for your customers' environments. No need to manually log in to each tenant!

Without Service Automation



With Service Automation



DIGITAL WORKPLACE WITH CLOUD ACCESS MANAGEMENT

Your customers want to access your applications regardless of device or location. As a managed service provider, you are responsible for secure and regulated access to your customers' cloud applications. But how can you ensure correct and controlled access?

With the HelloID Access Management module, your customers receive a personalized dashboard with access to their applications and data, regardless of device or location.

The HelloID dashboard provides quick access to SaaS and intranet applications through a myriad of single sign-on protocols.

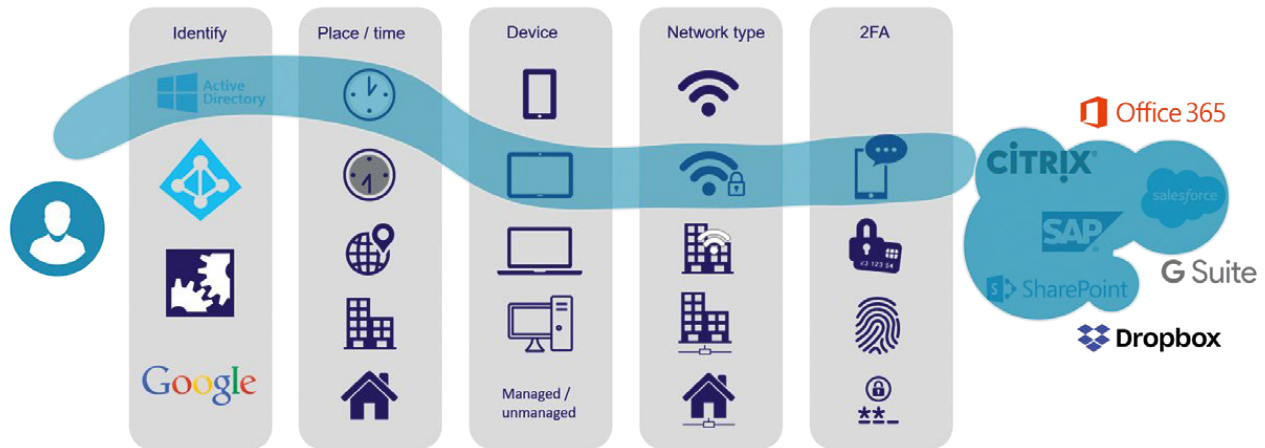
HelloID enables and logs a consistent and uniform registration process with configurable access policies (based on e.g. location, IP, time, etc.) and multifactor authentication (RADIUS, FIDO2, OATH, push-to-verify app, Google/Windows authenticator, SMS, email).

The advantages at a glance

- ✓ Ease-of-use thanks to Digital Workplace with SSO
- ✓ Increased security thanks to MFA and access policies
- ✓ Cost savings on MFA functionality by using more affordable licenses or security tokens, if your user does not have a company cell phone
- ✓ Use Active Directory as an IdP without ADFS
- ✓ Automated on- and offboarding
- ✓ Seamless integration into your social intranet



Authentication method example: YubiKey

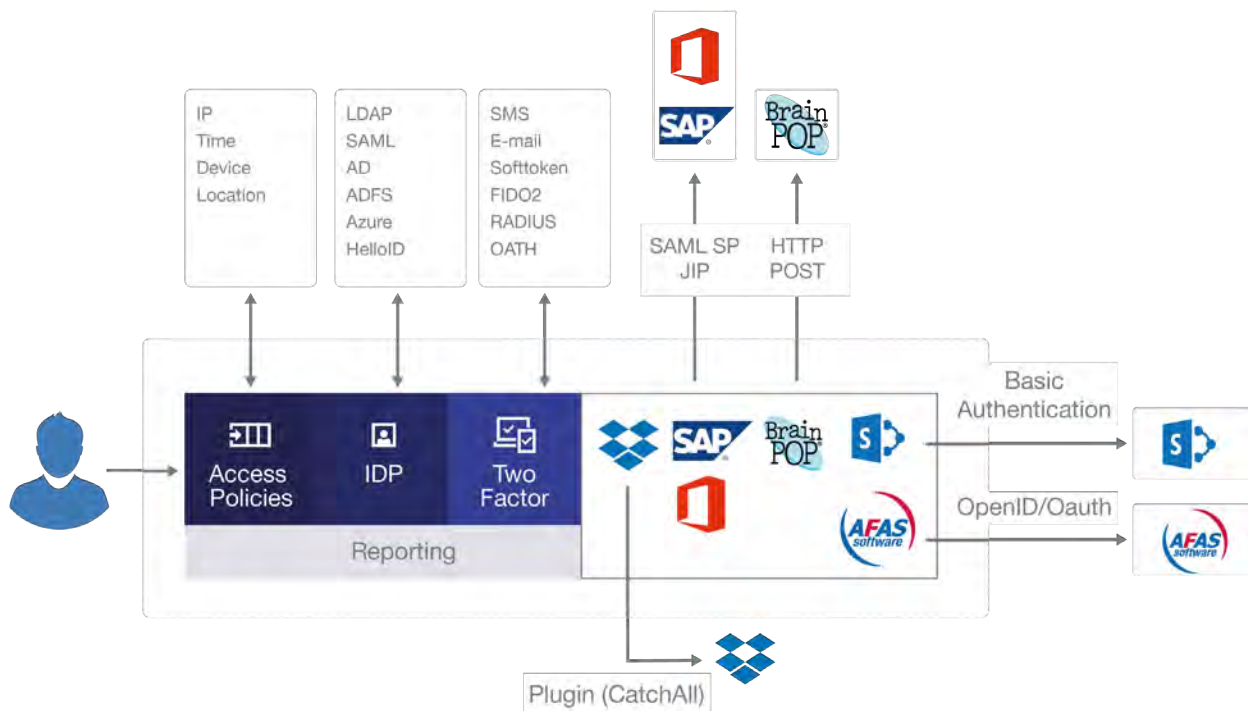


Secure access through individually configurable access policies

Optimal agility with Cloud single sign-on for your digital workplace

HelloID supports all common SSO protocols for the automatic identification and authentication of users and allows the integration of all cloud-based applications (e.g., Office 365, Outlook Web Access, Adobe, Citrix, SAP, Salesforce). In addition, HelloID can be seamlessly integrated into a social intranet software or your customer service management system (e.g., ServiceNow, TOPdesk).

In this way, you can offer your customers a holistic service experience and significantly reduce your IT workload. The low cost and minimal administrative overhead of an IDaaS tool are not at the expense of control and security. On the contrary, HelloID runs in a highly secure Azure environment. This ensures compliance with the strictest security requirements.



All common SSO protocols are supported by HelloID.

Contact us

For 20 years, Tools4ever has helped organizations of all industries and sizes by optimizing our partners' processes, user account management, and security. From automatically creating new user accounts to ensuring employees securely log into resources, Tools4ever is committed to leveraging your IT resources into impactful, reliable solutions.

For more information regarding Tools4ever's Identity Governance and Administration solutions, please contact our team at nwsales@tools4ever.com or nainfo@tools4ever.com.

For more reading on Tools4ever's IGA solutions and consultative expertise please visit tools4ever.com/videos or tools4ever.com/references.

Tools4ever's complete range of IDM solutions includes:

- ✓ HelloID (Cloud-Based IDaaS & SSO)
- ✓ Identity and Access Manager (IAM)
- ✓ Self-Service Reset Password Manager (SSRPM)
- ✓ Enterprise Resource Authorization Manager (ERAM)



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