

Directory Self-Service



Corporate Directory Productivity Services

Profiler™ is a web-based application that enables organisations to deliver a range of staff productivity benefits that build on Microsoft's Active Directory.

Active Directory (AD) is probably the most successful and widely adopted directory solution today. It enables comprehensive, flexible, and secure management of users, systems and applications via business-defined policies.

Profiler reduces the costs and time involved in keeping user-related information up to date in AD.

It also leverages the potential of AD to provide a range of time-saving services such as unlocking accounts when users forget their password.

Profiler applications include:

- End-user Profile Self-Maintenance
- Self-service Password Maintenance & Account Unlocking
- End-user specified email auto-forwarding

Profiler®

---Ease Profile Maintenance

All email directories have the ability to store end user contact information however maintaining this data can be a big, expensive and often error-prone administrative undertaking. Profiler makes this process more efficient by providing a secure, web based portal via which users can update their own details. Administrators can define exactly which attributes users have control over. This would typically be contact telephone numbers, location, etc. It could also include any **custom attributes** your organisation wishes to introduce, such as skill sets, thumbnail photo, sports interests, emergency contact details, car sharing details, etc. Responsibility for managing profile information can also be delegated to named users. For example, a departmental secretary could be given permission to update details on behalf of busy co-workers.



Change/update Details

First Name	Tom
Last Name	Planter
Preferred Name	Planty
Extension Number	239
Mobile Number	07971 029352
Location	London
Forwarding email	T_Planter@secondment.com

Easy to work with – for administrators

Profiler dynamically reads your Active Directory schema. All the administrator has to do is modify the user form to include the new attributes and Profiler will make sure the entry fields match the schema requirements.

Easy to work with – for end users

Giving staff access to the Profiler service is easy. You can simply send a link to the Profiler portal via email or provide a permanent link via the company intranet or your Microsoft SharePoint server. You can also customise Profiler to match your corporate look and feel.

Supported Platforms

- Support for Exchange 2000/2003/2007 and non-Exchange schema
- Support for Exchange in a Resource Forest configuration
- Automatic discovery of GC & DC servers for faster configuration
- Full LDAP v3 Support (including SSL) for directory updates
- Support for custom schema
- Non-child domain support
- Binary Attribute Support (Images, X.509 certificates, etc)
- Thumbnail photo support
- Integrates with Microsoft SharePoint

Interface Features

- Complete configuration through a web browser
- Full templating support. Change everything using html, css, javascript etc
- Multi-Lingual (ANY language can be supported)
- Uses session management (not cookies)
- Auto resume session on timeout
- SMTP notification
- IIS integrated authentication support
- Direct replacement in functionality to Microsoft GALMOD

Self-Service Password Management

Studies indicate that the helpdesk overhead of resetting passwords equates to £15-20 per request. Profiler eliminates this cost by providing a secure, web-based self-service facility. Users are prompted for responses to configurable security questions such as 'Mother's maiden name', favourite colour, etc). *The answers are encrypted and stored in the user's AD object.* In the event that a user forgets their password, they can use any browser to securely reset their password or unlock their account.

Delegated Password Management

Profiler can be used to delegate the task of unlocking accounts to nominated staff without giving them Exchange administrative rights. An office administrator, for example, could use this Profiler service to free up a locked account for a member of the sales team 'on the road', *without burdening an already busy IT helpdesk.*

Mail Forwarding

Configuring mail forwarding for staff 'on the move' can involve a lot of work for IT staff. Profiler lets users manage their own auto-forwarding. The user simply enters the SMTP address they need to forward to. Behind the scenes Profiler auto creates (if necessary) a new 'hidden' address in AD and updates the user's record to forward email accordingly. *When the user ceases the forwarding, Profiler automatically deletes the temporary address.*

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+44 (0)1275 343199
info@essential.co.uk
www.essential.co.uk