# The added value of Able+ within Microsoft environments

## Abstract

Organisations often want to understand how Able+ adds value to their investments in Microsoft's products. This whitepaper explains how Able+ creates considerable value through the automation and orchestration of the identity lifecycle; the opportunity to seamlessly integrate identity across Microsoft and other third-party products; and customisations that improve the ease, scope, and security of identity management.

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# Introduction

Microsoft products form the backbone of most organisations' digital estates. Having made these investments, it is natural for organisations to consider how Able+ complements these.

This whitepaper discusses the added value offered by Able+ through the following benefits:

- Automate the identity lifecycle within Active Directory

- Orchestrate the identity lifecycle across your Microsoft estate

- Integrate your Microsoft estate with other vendors' products

- Customise the presentation and delegation of identity management

# Automate the identity lifecycle within Active Directory

Active Directory (AD) is the authoritative source of user information for your Microsoft estate. It is critical that this information is accurate. For example, a disgruntled ex-employee's active user account is a significant security threat. Similarly, a new employee whose user account lacks the right privileges is unable to work. The effective and timely management of users' lifecycles is essential to security and productivity.

Both on-premise and Azure AD provide tools that can help. But these tools can require time-consuming, error-prone manual configuration. This can be automated using scripts, but they require development and maintenance by skilled developers.

Able+ can seamlessly manage your users' lifecycles by connecting AD to your organisation's most authoritative sources of identity information. For example, changes within your organisation's Human Resources (HR) or Customer Relationship Management (CRM) systems can trigger lifecycle events within AD, such as when an employee changes role or a customer purchases a new product. Similarly, information within AD, such as a user's email address, can be synchronised to these authoritative systems.

These processes are implemented using workflows that capture the logic of your business' identity management processes. Designed using an intuitive visual editor, workflows completely avoid the need for coding and so empower your team.

# Orchestrate the identity lifecycle across your Microsoft estate

Identity lifecycle events are often associated with configuration changes within other products. For example, when an employee leaves the organisation it may be necessary to make changes to their Exchange mailbox, such as archiving its contents and redirecting mail to another mailbox. Similarly, if a user changes role within the organisation, their Microsoft 365 team memberships may need updating.

Able+ workflows integrate with other Microsoft products, including Exchange, Microsoft 365, and others. Workflows seamlessly configure your users' access and use of these products, avoiding time-consuming and error-prone manual configuration or the development of scripts.



# Integrate with other vendors' products

Your organisation probably uses third-party products from other vendors that do not interoperate easily with AD. This reduces the potential to leverage the information that AD knows about your users and systems, such as their credentials and entitlements, making these product complex to administer and use.

Able+ supports integrations with many other vendors' products by default. This enables Able+ to work within a heterogenous environment and bridge the gap between your Microsoft estate and third-party products.

It is not possible to anticipate the mix of products within every heterogenous environment, and so Able+ provides APIs that offer extensibility. This makes it easy to develop bespoke integrations that connect third-party products to your Microsoft estate using Able+.

# Customise the presentation and delegation of identity management

Microsoft provides tools that help administrators and users manage identity information. These are powerful tools but can be complex to use, for example:

- these tools can sometimes expose too many options to users, when a simpler interface would reduce complexity

- these tools can only operate on information within the Microsoft estate (e.g., AD) and cannot change information held within other systems; or

- using the tools' native access controls to control delegation of management can be complex and error-prone, consuming administrator effort and potentially leaving critical systems (such as AD) vulnerable to attacks exploiting misconfigurations.

Able+ can reduce or avoid the need to expose these tools to users. It can provide a more intuitive, customisable interface, that is tailored to the organisation's own needs and internal scheme of authority and delegation. Organisations benefit from identity management that is simpler for users, more comprehensive, and tightens the security of critical systems.
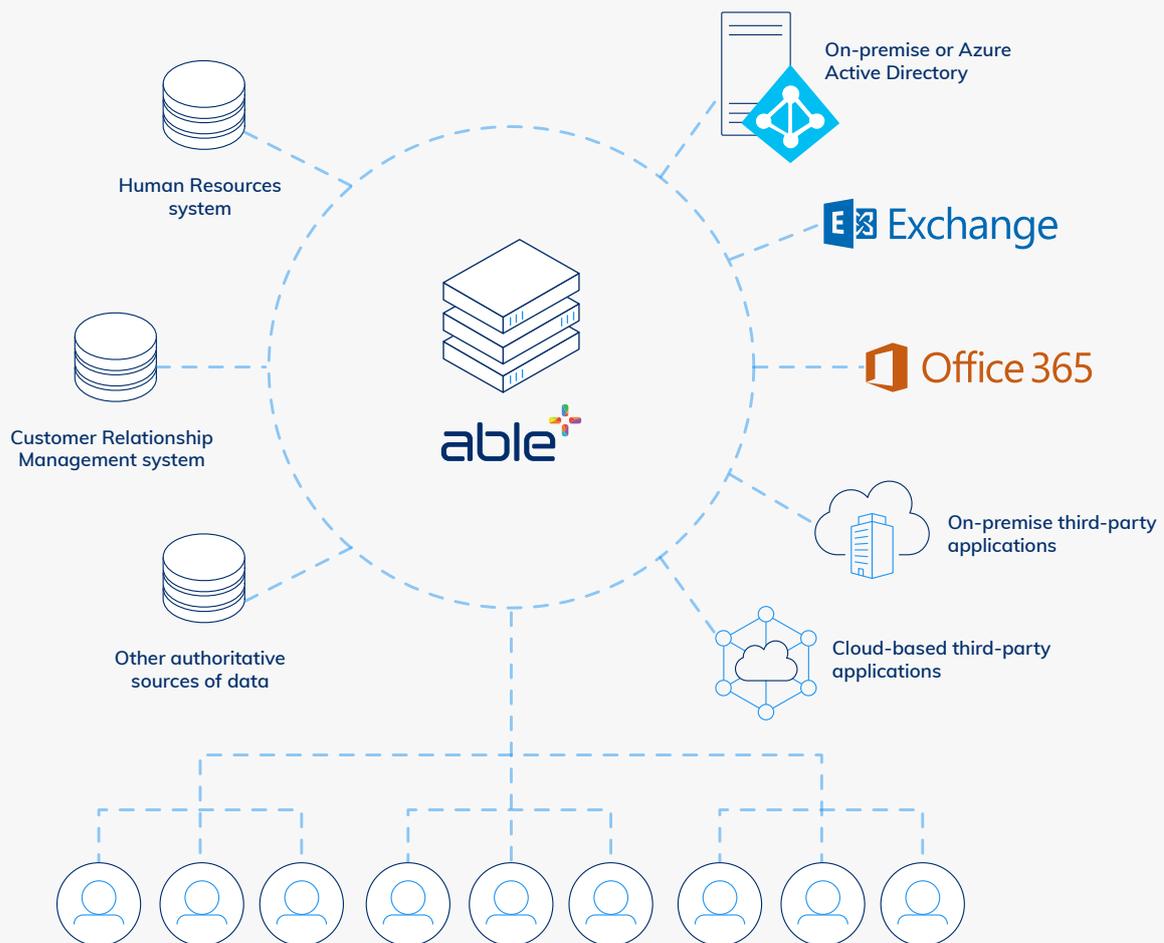
# Summary

This whitepaper has explained how Able+ complements Microsoft's products. Leveraging Microsoft's own technologies, Able+ adds considerable value through the automation and orchestration of an organisation's Microsoft estate. In addition, Able+ can extend these capabilities to other third-party products. Finally, Able+ can improve the ease, scope, and security of identity administration through its presentation and delegation capabilities.
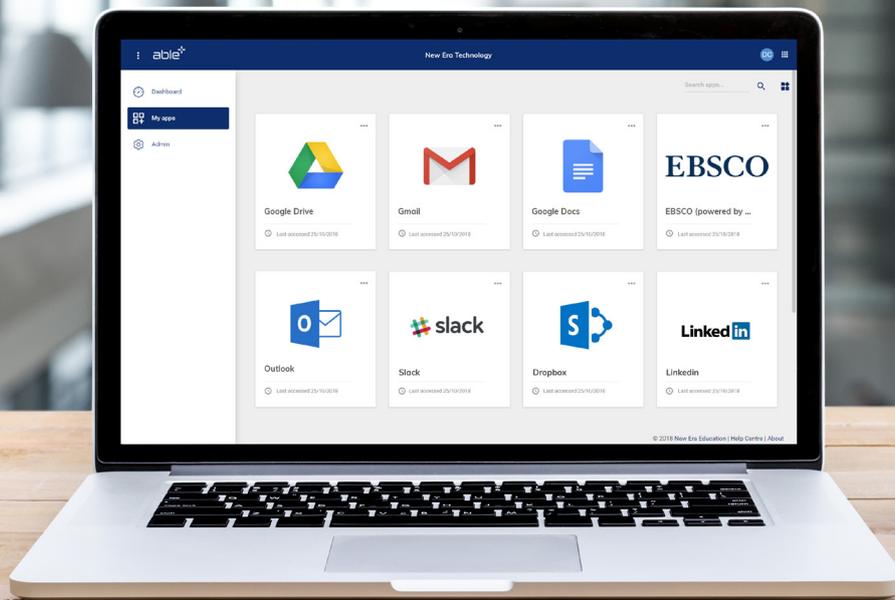
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