

# Your Path to IT Documentation Success



## Leveraging Microsoft Integrations

- Microsoft Intune
- Microsoft 365
- Active Directory
- Azure Active Directory

### Introducing Mark, the Microsoft administrator

Mark utilizes several Microsoft solutions to manage his IT environment, including Microsoft 365, Active Directory, Azure AD and Microsoft Intune. However, he lacks a holistic understanding of various things.



How can I solve this problem?

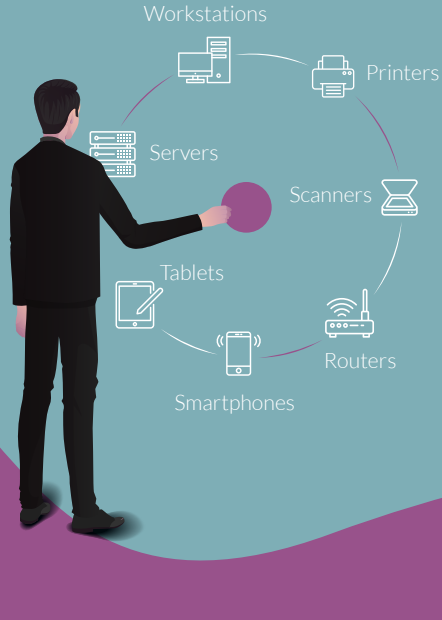
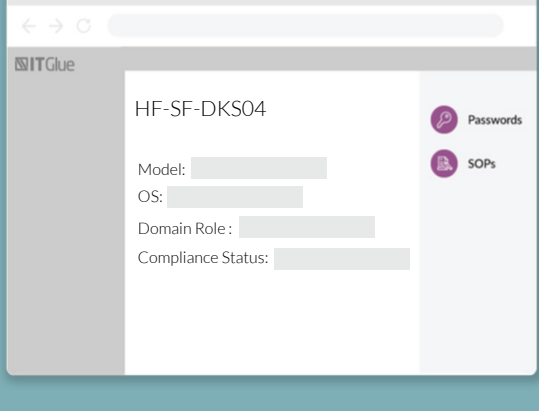


### Mark's dilemma

Mark needed a solution that could centralize every asset, license, user, password, how-to and need-to-know so he could confidently run IT.

### Getting the documentation in order

Being an overworked IT professional, Mark wants to leverage a pre-configured IT documentation structure to jumpstart his IT documentation. Without all the administrative and planning tasks that need to come beforehand, Mark is able to understand the fragmented information.



### Holistic view of all IT assets

Mark leveraged his existing Microsoft Intune solution to populate all his Microsoft Intune-managed assets. This gave him a holistic view of his entire Microsoft environment in an automated and structured way. It also gave him a centralized way of tracking all his managed IT assets.

### Single view of all user information

Additionally, Mark boosted his user management process with Microsoft 365, Active Directory and Azure AD integration. This gave Mark a single view of all the user information, including their security group, AD status, last logon, last password reset, password expires and mailbox usage information.



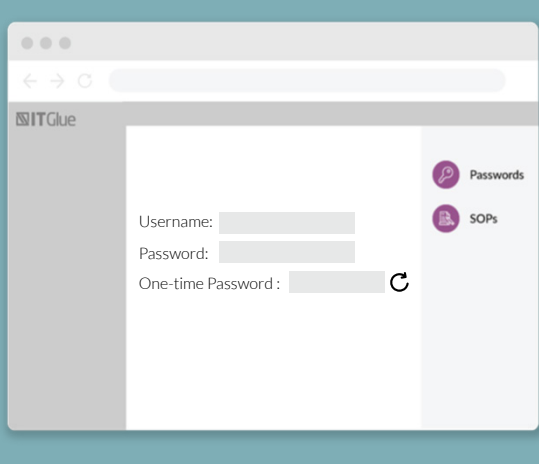
License Name	Active	Consumed	Unused	Licensed Users
MS 365 Business Premium	6	1	5	1
MS 365 Enterprise E1	21	1	20	1
Exchange Online	37	12	25	16

### Microsoft 365 information

With full access to a central repository of all IT assets and user information, Mark wanted to optimize his Microsoft software licenses. Mark leveraged the Microsoft 365 information to understand the number of active, consumed and unused licenses he manages to reduce unwanted IT spending and ensure audit readiness.

### Secure and easy access

To prevent the risk of his Microsoft administrative accounts getting compromised, Mark set up multifactor authentication (MFA). However, this caused inconvenience for his team, with his phone being the bottleneck. However, once Mark leveraged the one-time password functionality, the bottleneck was no longer an issue, and his team could access the MFA code securely and easily.

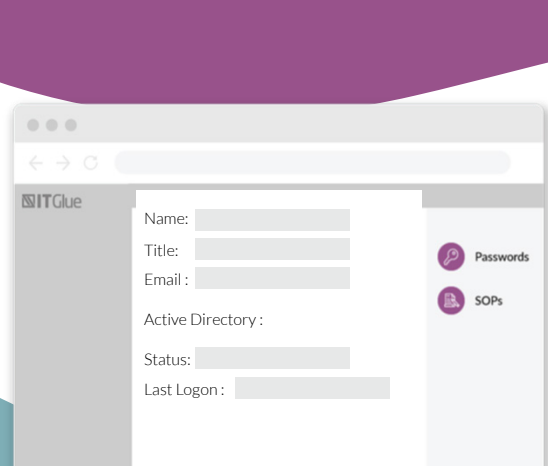


### Enhanced security with password rotation

Being a security-conscious person, Mark rotates his administrative passwords regularly, which is tedious and time-consuming. The Active Directory password rotation function allowed him to rotate Active Directory passwords centrally in his IT documentation, saving him time and securing his passwords.

### A legacy of Microsoft intelligence

Mark now has an intelligent view of his entire Microsoft environment. However, he needed the same for his IT team and new hires so they could easily troubleshoot and manage the Microsoft environments. He can now easily relate an asset to a how-to procedure, so anybody on his team can follow the same process and instructions. This enabled Mark to build a legacy of Microsoft intelligence for a predictable IT experience.



### Mark's secret sauce

Without lifting his finger, Mark leveraged his existing Microsoft solutions to track, find and know everything about his Microsoft environments. But what was his secret sauce? Well, that was the relationships and connections he built to connect all the information together by leveraging the Related Items function. This enabled him to build intelligent IT documentation paths so he could understand in one single view what assets he has, whom they belong to, where they are located, when they expire and how to troubleshoot.



### How IT Glue rescued Mark

IT Glue helped Mark bring order to his information chaos. Leveraging his existing Microsoft solutions, including Intune, Microsoft 365, Active Directory and Azure, he can automatically track his Microsoft assets, licenses and users while securely storing and accessing his passwords. Best of all, he now has one centralized and interconnected intelligence hub he and his team can rely on confidently.

## Secure, Mature and Integrated Documentation

**Make documentation easy**

Create and store KB, checklists and SOP articles effortlessly, embed rich network diagrams or import Word documents so your team is empowered to train and help themselves.

**Secure your critical information**

Sleep better with next-level password management featuring access control, host-proof hosting, at-risk password report and audit trail.

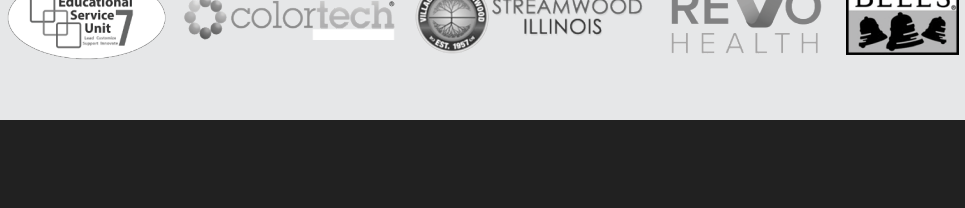
**See the complete picture**

Link related items together, so that all the information you need is at your fingertips. Rapidly define and understand relationships between various elements of your documentation.

**Build a documentation culture**

Edit and collaborate directly within the platform. Automatically save and sync to ensure your documents are always up to date for all team members.

Trusted by More than 13,000 Partners in 70+ Countries



## Safeguard Your IT Operations with Secure Documentation

[REQUEST A DEMO](#)

When it comes to data security, IT Glue is second to none. We have achieved a SOC 2 Type-2 attestation, a set of data security and service controls that can only be maintained through ongoing, company-wide commitment.

