

## SOLUTION BRIEF

# Nuvolex for Cloud Service Providers

The industry's most advanced multitenant SaaS management platform

### Slash Office 365 Administration Costs and Boost Your Service Margins

Your SaaS managed service is a key revenue-generator for your business. So you need a way to deliver it at the lowest possible cost. The less you spend on support staff, the higher your service margins and the stronger your bottom line.

Succeeding at minimizing OPEX means keeping the lion's share of SaaS administration tasks with your Help Desk staff and avoiding escalations to more skilled—and expensive—IT staff. But that's only going to get harder as additional SaaS applications enter the picture. Throwing more bodies at support isn't sustainable and writing automation scripts isn't a job for a CSP.

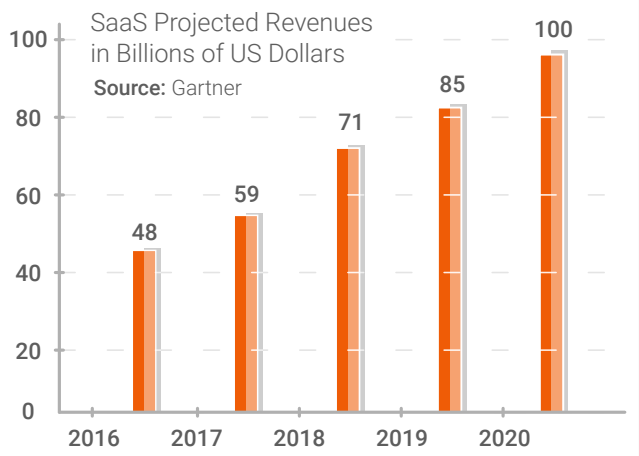
The complexity of managing vast numbers of SaaS customers, tenants, users, and licenses can slow down service remediation and incur costs that come right out of your profit margin. You get some help from the management portals the SaaS application providers offer, but these offerings have several limitations:

- No cross-SaaS application support
- Inconsistent administrator access across workloads
- No bulk provisioning and administration functions
- Inadequate reporting and auditing
- No integration with existing Active Directory environments

### All From a Single Pane of Glass

Nuvolex changes all this. With a platform that supports all the core administration capabilities of leading SaaS applications, you can run a highly profitable managed SaaS business. Nuvolex scales easily and supports all CSP customer types, from the smallest SMB to the largest global enterprise. The IT industry's most advanced multitenant management platform, Nuvolex

### The Soaring SaaS Adoption Rate



for CSPs unifies all your administration tasks into a single pane of glass. We started with Office 365, specifically for organizations managing large numbers of tenants, users, and licenses. You can scale your managed SaaS business while keeping operations costs to a minimum, creating growth in your bottom line. Here's how:

- **Service automation.** We automate the most common daily SaaS administrative tasks, allowing Help Desk personnel to administer thousands of tenants and users at the same time with simple mouse clicks.
- **Easy access delegation.** You can use our customized role-based access controls to set appropriate, consistent levels of administrator access to the SaaS applications you manage and to comply with your customers' security mandates.
- **Bulk administration.** Our SuperClick feature lets you assign licenses and attributes to any number of SaaS users at once—no special scripts needed—based on department, group membership, Organizational Unit (OU), and domain. You can run as many SuperClick batch updates on as many users as needed, all at the same time.

## Simplicity and Speed

With integrated views and access to all your tenants, users, domains, workloads, and administrative tasks, you can manage large Microsoft Office 365 deployments with a few mouse clicks. The Nuvolex platform supports all Office 365 workloads this way—including Exchange, SharePoint Online, Skype, OneDrive, Intune, and Teams. And we are adding other common SaaS apps to the portal to increase its value to you as the SaaS environments you manage grow more diverse.

Even our pricing model is simple: we charge based on the number of users managed on the Nuvolex platform. The more users you manage on Nuvolex, the lower the price per user.

## Features and Benefits At-A-Glance

Feature	Description	Benefit(s)
Multitenant management	Allows you to delegate IT admin rights to one or many tenants at once	Increases security with consistent delegated access while lowering OPEX
Integrated, multifunction intuitive interface	Gives IT full SaaS visibility and administration capabilities in one unified place for easy, bulk management of multiple SaaS applications, tenants, users, and licenses	Saves time and money due to extensive service automation, with no need for special scripts
Hybrid administration of on-prem and cloud Office 365 workloads	Concurrently manage all on-premise Active Directory (AD) users and their Office 365 attributes and update AD user attributes that write back to on-premise AD	Simplifies operations and saves time
Office 365 OU-based management	Create logical user/OU hierarchies and apply automation policies with Office 365 attribute assignments on a per-OU basis. Delegate admin access to one or many OUs	Speeds service delivery and remediation by extending well-understood hierarchies and models from on-premises AD into the cloud
Reporting	Run reports on user mailboxes and immediately take action to solve issues proactively. Report on IT admin actions across multiple tenants	Accelerates issue resolution at the 0-1 Help Desk level, minimizing escalations. Helps you comply with internal and regulatory security audit requirements

To receive a demo or a free trial, contact us at Nuvolex today at [sales@nuvolex.com](mailto:sales@nuvolex.com)

## About Nuvolex

Nuvolex is the premier supplier of advanced multitenant, multiservice SaaS application management software. We heavily automate and simplify the provisioning and ongoing administration of large SaaS deployments, starting with Office 365. Our integrated, intuitive, cross-SaaS management portal saves enterprises and cloud service providers substantial time and money as the number and diversity of the SaaS applications they manage continues to grow. Our platform unifies the most common administrative tasks into a single pane of glass and enables bulk administration and access delegation, streamlining operations and helping avoid costly Help Desk escalations.