



Autotask Active Directory Integration

Reduce Client Implementation and management costs with Autotask Active Directory Integration.



Autotask is a leading Cloud based (SaaS style) application for Managed Services Providers (MSP), IT Consulting firms, and other technology based professional services firms.

When utilizing Autotask, MSP and Consulting firms are faced with a challenge of on-boarding clients with many users. Each of these users and their contact information must be entered manually into the Autotask CRM system. Once added, the MSP can choose to provide their customer with access to their projects and tickets within the Autotask system via the Client Portal or Taskfire. Enabling either of these features requires the MSP to setup a User ID and password for the contact and maintain this information on an ongoing basis.

Identity Synchronizer™ – Simplify Autotask Client Implementation

With Identity Synchronizer™ — the MSP can automatically provision the client and all of their users. By utilizing IDSync™ support for Windows Security Groups, the MSP can create a security group and automatically provision all of the user accounts just by adding them to that security group. If a group of user's needs the Client Portal or Taskfire, that is simple too. Just create a Windows Security Group for Client Access or Taskfire access, set the permissions the way you want it to be, and add the users into that group. Not only will IDSync™ provision the user for Client Access or Taskfire, but it will also synchronize their Active Directory password to minimize management and support issues.

Two Way Synchronization – Save Money, and Support Time

IDsync supports two-way integration with Autotask. This means that, if enabled, any updates you make within Autotask to a user's name, address, e-mail, and other contact or configuration information is automatically synchronized back to Active Directory saving you the time and effort of having to log into your customer's environment to make the changes in multiple places. Further, if other IDSync Connectors are utilized (Hosted Exchange, Sharepoint, SQL, Parallels, IBM iSeries, etc..) these user information changes, made within Autotask, are automatically synchronized to all of our connected applications. This keeps your Autotask CRM database 100% up-to-date while automatically updating the client site at the same time.

Ask About our Reseller Opportunities

Interested in selling Identity Synchronizer or developing your own IDSync Connector?
Contact us today about Parallels integration and what it can do for your Cloud Practice.