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## **Administering Google Apps With Promevo gPanel™**

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## Management Summary

The Google Apps platform provides limited built-in administration controls for managing Google Apps data.

Companies wishing to implement robust, granular administrative control over Google Apps beyond simplistic interfaces for creating and editing Users and Groups are forced to develop their own or depend upon disparate third-party solutions. These solutions are often limited in features, or only loosely integrated with the Google Apps environment.

Other Google Apps management tools primarily implement management features via a complex set of web pages, often leading to inefficiency and confusion. A full assortment of advanced features like auditable compliance reporting, customizable roles, and mailbox & chat audit controls cannot currently be found in competing solutions.

In transitioning to Google Apps, Corporate IT administrators often must surrender the robust and high-performance management & reporting tools that they have come to depend on in traditional corporate email software like Lotus, Microsoft, and Novell, in favor of clunky web pages and combinations of single-purpose utilities & scripts.

Google's built-in Control Panel, other Google Apps resellers' solutions, customers' own custom-built solutions, as well as hybrid combinations of these, can increase administrative time and cost, drive inefficiency in management of Google Apps assets, and introduce risks to the customer's company and data from incomplete features or the lack of auditable logging.

The failure to implement a fully-functional and full-featured administrative software utility introduces its own set of risks including:

- Reduced ability to effectively manage the Google Apps environment
- Consumption of additional resources and their accompanying costs
- Potential for loss of data, particularly from Google Docs, resulting from lack of process management
- Legal audit & Sarbanes-Oxley compliance violations due to lack of detailed activity logging, data visibility, and role-based security assignment throughout various layers of an organization



## The PROMEVO Solution

Promevo **gPanel™ for Google Apps** is an enterprise class administration console that provides 360° visibility and management ability of any Google Apps environment.

Promevo **gPanel for Google Apps** provides the ability to manage users, groups, user profiles, shared contacts, individual & shared calendars, and Google Docs, audit user mailboxes and chat history, and report on all administrative activity for corporate audit & compliance. The console interface is security-trimmed based on customizable, role-based, granular access control over every administrative function.

Like other highly refined and fully featured administrative console applications familiar to corporate IT Administrators, all of **gPanel's** features and controls are available within a single easy-to-use, intuitive, and high-performance console interface. **gPanel** eliminates the need for navigation through arrays of web pages and the need to purchase multiple components to achieve robust administrative control of a Google Apps domain's assets.

Every action performed through **gPanel** is logged for auditing and legal compliance purposes, and there is a full-featured Report Dashboard for added security and management reporting. In this way, **gPanel** is an essential component for companies who must meet compliance standards requirements of the Sarbanes-Oxley Act.

**gPanel for Google Apps** is securely integrated into a customer's Google Apps domain via secure OpenID/OAuth authentication, is built with Google Web Toolkit (GWT), and runs on Google Apps Engine (GAE). The **gPanel** console integrates seamlessly into existing Google Apps deployments using Google's own proprietary interfaces, and achieves authentication using the customer's existing Google Apps user directory credentials.



## Benefits

- **gPanel** adds a feature rich administration layer to Google Apps without requiring the organization's IT team to develop a solution from the ground up.
- Provides a 360° view of the complete Google Apps environment and assets.
- Enables complete administration of Google Apps features including: Users, User Profiles, Shared Contacts, Groups, Calendars, Docs, Mailbox & Chat auditing
- Quick access to critical system health & activity statistics, charts and reports via the Reporting Dashboard
- Role-based access with restrictions restrict access to only those features needed by a particular user or group.
- Customer-defined roles support existing business processes
- Employee self-service portal for individual management of user profile data
- Robust audit logging satisfy corporate compliance reporting requirements
- Reduces the risk of data loss through a security-trimmed console interface
- Reduces human and technology resource requirements normally expended to create in-house administrator solutions
- Convenient, intuitive, high-performance, and secure management console

## Implementation

**gPanel** was built using the Google Web Toolkit and is hosted on the Google Apps Engine. As a result, implementation from the Google Apps Marketplace is simple and plug-and-play, configuration is intuitive, and authentication is secure.



## Business Process Enablement with gPanel Roles

With the combination of Google Apps and **gPanel for Google Apps**, companies of all sizes can now make a full transition from robust but cumbersome & expensive legacy messaging and collaboration environments like Microsoft, IBM, Novell, etc. without compromising on their critical business management processes and tools.

**gPanel for Google Apps** is divided into functional modules. Each module, as well as the specific services provided in those modules, can be access-limited based upon organizational roles. The result is a security-trimmed console based on each user's login credentials.

Organizations with defined business processes around creation and management of collaborative data can easily and quickly configure roles to support any requirement.

For example: The *Help Desk* role for the 24 x 7 outsourced support team at Company A is granted permission to reset user passwords while being restricted from adding or deleting users, changing system configurations, accessing corporate Google Docs, or making domain changes.

Another example: The *Corporate Legal* role at Company B provides the legal team the authority to view all corporate Google Docs, audit individual mailboxes, examine all history performed on user accounts, and audit all activities performed by individual administrators, but these users cannot create or edit accounts, groups, or view domain-level service settings.

Granular customer-defined roles extend the administrative flexibility of a company to any imaginable combination of privileges and restrictions. Users of **gPanel** only see the modules they have the permission to use, and all activity performed in all modules is logged.

### gPanel Modules

#### User Administration:

Total management control over all user properties from one screen.

- General settings
- Nicknames
- Profile data
- Email Settings



- Calendars
- Google Docs
- User access and activity audit logs

### **User Profiles:**

Complete control over user profiles is point-and-click simple.

- One-click user selection with automatic data retrieval and screen population
- All user attributes displayed in the top view
- Change field data and instantly add new metadata fields for additional telephone numbers, alternate email addresses, etc.
- Instant updates to Google Apps directory (no synchronization required)

### **Group Management:**

Group management is quick and easy.

- Detailed search of groups and group membership
- Instant paging through group listings of any size
- Add/edit/delete members & owners
- Nest groups
- Edit general information
- Manage permissions
- Group history tab provides complete audit trail of all group additions, removals and edits.

### **Shared Contacts:**

Manage Google Apps Shared Contact records & data.

- View / Manage Domain Shared Contacts
- Add New Shared Contacts
- Delete Shared Contacts
- Edit Shared Contacts
- History tab provides complete audit trail of all additions, removals and edits.

### **User Calendars:**

Total management of user calendars without having to ask for or compromise user login credentials.



- View / Manage All Users Calendars
- Create New Calendars
- Delete Calendars
- Edit Calendars; title, location, time zone, is hidden, color, calendar summary
- History tab provides complete audit trail of all additions, removals and edits.

### **Google Docs:**

One-screen total management of all Google Docs on the Google Apps domain.

- View / Manage All Users Google Document in the
- Tree view of all users in the domain
- Upload Documents and Files
- Create New Documents
- Delete Documents, Files, and Folders
- Create New Folders / Subfolders
- Rename Documents, Files and Folders
- Manage Access to Documents, Files and Folders
- Move a Document, File or Folder to Trash
- Add / Remove a Star from a Document, File and Folders
- Hide Documents, Files, and Folders
- Open Documents, Files, and Folders from **gPanel**

### **gPanel Administration:**

Granular, role-based administrative access to limit each user and administrator's rights to only those a particular features required to perform their job.

- Manage Roles / Access for **gPanel**
  - Granular Access for:
    - User Management
    - Groups
    - Google Docs
    - Admin Permissions
  - Full audit log history for all role creation/edit/deletion activity.
- View all Google Apps domain-level administrative settings:
  - Domain Language
  - Organization Name
  - Max Number Of Domain Users



- Current Number Of Domain Users
- Domain Verification Status
- Domain Support Pin
- Domain Customer Pin
- Domain Edition
- Domain Creation Time
- Domain Country Code
- Domain Admin Secondary Email
- CNAME Verification Status
- Migration Access Settings
- MXRecord Verification Status
- Outbound Email Gateway Settings
- Single SignOn Signing Key
- Single SignOn Signing Settings

### **Reporting Dashboard:**

Full-featured reporting without writing one line of code:

- Account reports
- Disk space usage
- Quotas
- Activity reports
- Suspended accounts
- Email notifications to users

### **Audit Logs:**

Monitor and log all relevant activity across the Google Apps domain from one screen.

- View, selectively filter, and search audit log transactions for:
  - User & User Profile add/edit/delete activity
  - Group add/edit/delete activity
  - Shared contacts add/edit/delete activity
  - Google Doc add/edit/delete activity
  - **gPanel** domain administration changes
  - Role create/edit/delete activity
  - Errors

### **Employee Portal:**

A universal landing page for non-administrative users to corporate tools and utilities





- Included in **gPanel** is the Employee Self-Service module
  - Deployed by default instantly when **gPanel** is enabled
  - Allows domain users to manage their own User Profile data
  - Self-service without any IT Administrator involvement
  - Changes tracked in **gPanel** Audit Logs as with all other **gPanel** features
  - Simple deployment for future corporate modules, tools & utilities

## For More Information

Visit <http://www.promevo.com/gpanel> for more information or to snap a fully-functional 30-day trial of **gPanel for Google Apps** into your domain.

**gPanel** Product Information: <http://www.promevo.com/gpanel>

**gPanel** Google Apps Marketplace link: <http://bit.ly/buygpanel>



## About PROMEVO

Promevo has been providing Messaging and Collaboration services to the enterprise market for ten years. The company is committed to becoming the market leader in Google cloud computing through its broad array of services for Google Apps including applications, strategy, implementation, development, and post-implementation support.

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**gPanel** Product Information: <http://www.promevo.com/gpanel>

**gPanel** Google Apps Marketplace link: <http://bit.ly/buygpanel>

Promevo corporate website: <http://www.promevo.com>

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