

ManageEngine 



HEART/NSTA TRUST
Jamaica

HEART/NSTA solves
account lockouts and unauthorized
file transfers using **ADSelfService
Plus** and **ADAudit Plus**

Company profile

The HEART Trust/National Training Agency is the facilitating and coordinating body for workforce development in Jamaica. HEART/NSTA provides access to training, competence assessment, and certification to all working-age Jamaicans, and offers career development and employment facilitation services throughout the country.

HEART/NSTA was first established as The Human Employment and Resource Training (HEART) Trust in 1982 and became the HEART Trust/National Training Agency in 1991.



The business problem

The HEART/NSTA IT team was getting inundated with complaints from several internal customers reporting a single problem—they were regularly getting locked out of their accounts. This resulted in numerous phone calls to the IT team to recover the accounts as soon as possible. A delay in addressing these lockouts would hinder employee productivity, which an organization such as HEART/NSTA cannot afford.

Some internal users also reported that certain files would go missing or would move without any prompts from the users. HEART needed a solution that could monitor all changes made to their data and devices.

The ManageEngine experience

“Customer experience is not just selling your customer a product; it goes much further. Keeping the customer engaged is paramount, and that is where ManageEngine shines as it has a diverse and talented team of subject matter experts equipped to assist and provide insight into getting the assistance needed.”

- David H. Skyers

Senior systems engineer - technical services unit
Information & Communication Technology Division
HEART/NSTA Trust

The greatest challenge faced by the ICT team was the barrage of complaints relating to account lockouts. Two out of three calls were due to this issue.

Eventually, HEART/NSTA Trust came across ManageEngine's ADSelfService Plus. A quick proof of concept convinced them to purchase this solution. Thanks to ADSelfService Plus, users are now able to initiate account recovery themselves in case of a lockout. The ICT team no longer has to spend a large amount of time and resources addressing these hitches.

Using ADAudit Plus, HEART/NSTA Trust's IT team gained the ability to monitor changes being made to the users' devices. This enables them to prevent files from being moved without their knowledge and ensure their IT security is not compromised.

“We admire HEART/NSTA Trust's mission to equip the working class of Jamaica with the necessary skills for career development. Naturally, with an organization of this size, there's a vast amount of data they need to manage. We are more than happy to help HEART/NSTA Trust meet all their IT needs.”

- Kishore Kumar

ManageEngine Sales - Regional Sales Manager

About ADSelfService Plus

ADSelfService Plus is an identity security solution to ensure secure and seamless access to enterprise resources and establish a Zero Trust environment. With capabilities such as adaptive multi-factor authentication, single sign-on, self-service password management, a password policy enhancer, remote work enablement and workforce self-service, ADSelfService Plus provides your employees with secure, simple access to the resources they need. ADSelfService Plus helps keep identity-based threats out, fast-tracks application onboarding, improves password security, reduces help desk tickets and empowers remote workforces. For more information about ADSelfService Plus, visit <https://manageengine.com/active-directory-audit>.



About ADAudit Plus

ManageEngine ADAudit Plus is an IT security and compliance solution. With over 200 event-specific reports and real time email alerts, it provides in-depth knowledge about changes made to both the content and configurations of Active Directory, Azure AD, and Windows servers. Additionally, ADAudit Plus provides thorough insight on workstation and file server access (including NetApp and EMC). For more information about ADAudit Plus, visit manageengine.com/products/self-service-password/



About ManageEngine

ManageEngine is the enterprise IT management division of Zoho Corporation. Established and emerging enterprises including 9 of every 10 Fortune 100 organizations—rely on ManageEngine’s real-time IT management tools to ensure optimal performance of their IT infrastructure, including networks, servers, applications, endpoints and more.

ManageEngine has offices worldwide, including the United States, the United Arab Emirates, the Netherlands, India, Colombia, Mexico, Brazil, Singapore, Japan, China and Australia, as well as 200+ global partners to help organizations tightly align their business and IT.

For more information, please visit manageengine.com or email us at latam-sales@manageengine.com.

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