



Landratsamt Schwarzwald-Baar-Kreis simplifies password management with ADSelfService Plus

“The deployment is very simple, which makes it nearly fun. We didn’t find any other software which is that fast in deployment like ADSelfService Plus. The Instructions are clear and straight forward; the support is working great”

Matthias Ziolk, Manager, Landratsamt Schwarzwald-Baar-Kreis.

COMPANY : Landratsamt
Schwarzwald-Baar-Kreis

INDUSTRY : Public Administration

LOCATION : Germany

ABOUT THE COMPANY :

Schwarzwald-Baar is a district (Kreis) in the south of Baden-Württemberg, Germany. The district was created in 1973, when the two districts Donaueschingen and Villingen were merged. The district got its name from the two predominant landscapes in the district: The Black Forest (Schwarzwald), and the Baar, the foothills between the Black Forest and the Swabian Alb. Both the Danube River and the Neckar River have their origins in the Schwarzwald and Baar district.

Business Challenge:

Schwarzwald-Baar-Kreis is a district in the state of Baden-Württemberg, Germany. Landratsamt Schwarzwald-Baar-Kreis, the administrative office of Schwarzwald-Baar-Kreis, provides a range of services to smaller public administrations in that district. These services are provided over the internet and there is no self-service option for the users to accomplish common account management tasks such as password management, personal information update, etc., which required direct access to the Active Directory domain systems. This increased the number of unsolicited calls to the IT helpdesk.

Solution:

Landratsamt Schwarzwald Baar-Kreis decided to implement an IT self-service solution, which would enable its users to manage their accounts themselves. It began searching for a self-service solution that also worked over the Internet. After analyzing various possible options, they came across ManageEngine’s IT Self-Service software – ADSelfService Plus. The tool provides self-service password reset, account unlock, directory self-update, password expiry notification and more such features to the end-users for managing their accounts. What’s more? It offers all these functionalities in a secure manner over the internet allowing the end-users to self-service account management from anywhere, anytime.

CASE STUDY

ManageEngine
ADSelfService Plus



Why ADSelfService Plus was chosen?

Schwarzwald-Baar's administrative office wanted a straight forward solution that was simple to deploy and easy to use. ADSelfService Plus provided just that as users were able to reset their forgotten passwords and unlock their locked out accounts in a matter of seconds, thanks to the intuitive three step self-service process.

Further, the excellent technical support provided by the support personnel made choosing ADSelfService Plus a straight forward decision. *"Even a problem is not really a "problem" because your support works very good. Till now, every question/problem was solved in a short period, again in a clear and straight forward manner. In my opinion this is really out-standing",* said Matthias Ziolk.

Result

Deploying ADSelfService Plus has allowed Landratsamt Schwarzwald-Baar-Kreis to focus more on their core activity of serving the public and less on unwanted helpdesk calls. Users are now able to reset passwords, unlock accounts and update profile details over the internet without resorting to calling the IT helpdesk. As a result, the number of unsolicited helpdesk calls has dropped significantly and users' satisfaction has improved. Landratsamt Schwarzwald-Baar-Kreis is now experiencing the power of self-service thanks to ADSelfService Plus.

About ADSelfService Plus

ManageEngine ADSelfService Plus is a secure, web-based password reset program for domain users to perform self-password reset, self-account unlock and self-update of personal details in Active Directory. It helps on a large scale to eliminate the leading source of helpdesk calls and associated expenses by automating password resets and account unlocks thereby optimizing employee productivity. Learn more about ADSelfService Plus from our website.

About ManageEngine

ManageEngine provides a suite of powerful Enterprise Management products, including network utilization, performance, security, helpdesk management, email archive management and real-time QoS management among others, aimed at making your business more effective and efficient. With a wide array of products that can be easily integrated, enterprise wide optimization is easily possible. Complementary products provide users with the ability to choose and incorporate features that they need a la' carte!



ManageEngine
ADSelfService Plus