

# ADSelfService Plus gives Aluar employees the power to reset their Oracle Database password



## About:

### Aluar Aluminio Argentino S.A.I.C.

Aluar Aluminio Argentino S.A.I.C., Aluar for short, is an aluminium production company based out of Argentina. Established in 1970 as a partnership between synthetic rubber maker FATE and other private investors, Aluar obtained an exclusive licence to produce aluminium, focused on making Argentina self-sufficient for this industry-staple commodity. Aluar converts aluminium oxide to aluminium for use in the transport, construction, electrical, medical, water treatment, and packaging industries. Based out of Buenos Aires, Argentina, Aluar exports more than 80 percent of its production to other countries.

**Organization:** Aluar Aluminio Argentino S.A.I.C.

**Industry:** Aluminium production company

**Location:** Argentina



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**Gabriel Canton,**

Member of Aluar's IT team.

## The Business Challenge: **Battling Password Fatigue**

Aluar, a fast-growing company with a large workforce, faced a fairly expensive headache: password reset calls. Many of its employees use a multitude of business-critical applications on a daily basis, each requiring a separate password. With employees expected to remember a plethora of passwords, it's unsurprising that the employees began experiencing password fatigue. The increase in password fatigue over time led to a drastic increase in the number of password-related help desk calls, which consequently took a toll on the organization's IT expenses.

This situation was less than ideal. **Gabriel Canton**, a member of Aluar's IT team, said,

*"Our primary requirement was that we needed support for password self-service for Oracle database accounts."*

## Aluar's Choice for Password Management: **ADSelfService Plus**

Aluar was already using One Identity Password Manager to deal with password-related issues before they began searching for a better password management solution. The solution they were using failed to offer built-in support for real-time password synchronization and self-service password reset capabilities for several popular applications, which caused Aluar to lose the battle against password fatigue.

Aluar soon found ADSelfService Plus, a password management solution for Active Directory (AD) and other enterprise applications. When asked about why they chose the product, Canton said,

*"We were using Quest Password Manager [now One Identity Password Manager]. We chose to change in favour of ADSelfService Plus because it supported self-service password reset for Oracle DB accounts while having a nice feature set and was competitively priced."*

## How ADSelfService Helps: Password Syncs and Self-service Password Resets

ADSelfService Plus' built-in password synchronization feature ensures that Aluar's employees only have to remember one password to access multiple applications. ADSelfService Plus does this by automatically synchronizing AD password changes to other connected applications when they're made using its console, the native Windows interface (Ctrl + Alt + Del screen), or the ADUC console.

Furthermore, with ADSelfService Plus, Aluar was also able to provide users an option to **reset their forgotten enterprise passwords**. For instance, let's say an employee forgets their Oracle Database account password and wants to reset it. ADSelfService Plus allows users to securely reset their enterprise passwords after they verify their identity through the configured multi-factor authentication techniques. Aluar's administrators can choose to enforce this feature on certain applications, for specific users, or based on OU and group memberships, depending on their organization's security posture.

As far as the deployment process went, Canton succinctly said,

*"Getting through the development is so easy—it's ridiculous!"*

Apart from ADSelfService Plus' features, Canton was highly impressed with the quality of ManageEngine's support. He said,

*"The support team's time devoted to helping us is top-notch. They're also knowledgeable about the solution and show great will to help."*

Also, Canton found that the enthusiasm the developers portrayed in helping them achieve their goals was one-of-a-kind. He went on to comment that this was not something other password management solutions would usually do. In his words,

*"I merely hinted that support for syncing SAP passwords would be a nice enhancement, and a few months later they had actually developed it! That's an absolute first for me, I've never seen something like that from another software vendor."*

## The Result:

# Aluar Is Ready to Take on Password Fatigue!

Canton said that employees have become more productive after utilizing ADSelfService Plus' password sync for Oracle Database accounts. His team will soon configure the password sync feature for SAP accounts as well. In short, armed with ADSelfService Plus, Aluar's employees are now ready to tackle the issue of password fatigue.

## ManageEngine<sup>®</sup> ADSelfService Plus

ManageEngine ADSelfService Plus is an integrated Active Directory (AD) self-service password management and single sign-on (SSO) solution. This solution helps domain users perform self-service password reset, self-service account unlock, and self-update of personal details in AD. ADSelfService Plus provides AD-based SSO for over 100 enterprise applications such as Office 365, Salesforce, and G Suite and secures access to network resources by enabling two-factor authentication for Windows logons.

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