

Worldwide Flight Services' help desk soars above password reset calls at JFK International Airport

Company:
Worldwide Flight Services

Industry:
Services

Location:
New York, USA

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Gwen Schulze, WFS's IT infrastructure manager at JFK

The challenge: Too many password-related help desk requests

Operating from John F. Kennedy International Airport (JFK), one of the busiest airports in the United States, is no easy task. For WFS, offering technical support at JFK brings its own set of challenges. Like any group delivering IT services, it's important for WFS's IT team to work closely with their customers to better understand their requirements and ensure that they meet these customers' expectations.

One of WFS's biggest challenges was managing their help desk calls. After some analysis, they identified that the majority of these calls were due to password management problems. This large volume of help desk calls started taking its toll on the IT team's productivity, which is when WFS decided to start looking for a solution.

Choosing a password management solution: ADSelfService Plus

WFS decided to implement ADSelfService Plus, a self-service password management solution, to eliminate password-related help desk calls. Some of the main draws for them were ease of installation, price, and support.

As far as deployment went, Gwen Schulze, WFS's IT infrastructure manager at JFK, said, "We had no problem setting it up. The deployment process was simple and cost-effective."

With ADSelfService Plus in place, end users at WFS finally have an easy, reliable, and secure way to reset their passwords on their own.

The result: Self-sufficient end users

Right after deploying ADSelfService Plus, Schulze said that users became more self-sufficient, and there was very little help desk contact required for password management, which was a major change for WFS. "We have 3,000 people working here. It definitely did reduce the volume of help desk calls," said Schulze. She also rated the services provided by ADSelfService Plus' technical support team as "excellent."

With ADSelfService Plus at work, WFS's IT team members can use the time they would have spent on password reset requests on more important tasks. From the business side of things, being able to quickly resolve their own password problems helped end-users at JFK be more productive, since they're no longer facing downtime while waiting for their password to be reset.

Schulze's final thoughts on ADSelfService Plus? "We love the product. It works very, very well." With a self-service password management tool in place, WFS is that much closer to achieving their dream of consistently being one of the world's best ground handling organizations.

ManageEngine
ADSelfService Plus



ADSelfService Plus is a secure, web-based password reset program that allows domain users to perform self-password reset, self-account unlock, and self-update of personal details in Active Directory. By automating password resets and account unlocks, ADSelfService Plus helps on a large scale to eliminate the leading source of help desk calls and their associated expenses, while also optimizing employee productivity. Learn more about ADSelfService Plus at <https://www.manageengine.com/products/self-service-password>.

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