

TEL U.S. adopts ADSelfService Plus to overcome the Account Lockout Menace.

"ADSelfService Plus is a very affordable and useful AD User Password solution."

-Brian Rosenvinge,
Network Systems Administrator,
TEL U.S. Holdings Inc.



Company for Case Study : Tokyo Electron US Holdings, Inc.
Industry : Semiconductor Equipment Supplier
Location : U.S.A.

About the Company

Tokyo Electron US Holdings, Inc., is the Holding Company for Tokyo Electron Limited (TEL), a leading global supplier of semiconductor production equipment. TEL engages in development, manufacturing, and sales in a wide range of product fields. The company also leverages specialized technologies developed for the semiconductor production equipment market to engage in the area of flat panel display (FPD) production equipment. All of TEL's semiconductor and FPD production equipment product lines maintain high market shares in their respective global segments. TEL provides outstanding products and services to customers through a global network of approximately 90 locations in 12 countries in the U.S., Europe, and Asia. TEL takes pride in providing high-value products and services.

The Challenge

Tokyo Electron US Holdings(TEL U.S.), Inc., a subsidiary of Tokyo Electron Limited (TEL), envisions a goal to become number one globally. TEL U.S. oversees various U.S. subsidiaries of TEL, including Tokyo Electron America, Inc. (TEA), Tokyo Electron Massachusetts, LLC (TEM), TEL Technology Center, America, LLC (TTCA) and Tokyo Electron Arizona, LLC (TAZ). With a whole lot of users involved, issues related to Locked out accounts emerged as a major challenge for the company. Unlocking these accounts evolved as a mammoth venture of both time and labour for IT staffs at TEL U.S. The need for a viable solution that could keep this issue under check, was badly felt at this juncture.

"Almost 30% of HelpDesk calls related to Account Unlock requests. We badly needed a system that would keep us out of this process.", said Brian Rosenvinge Network Systems Administrator, TEL U.S. Holdings Inc.

Business Solution

TEL U.S. Inc., clearly needed a solution, that would help them deal with locked out accounts in an efficient manner. In the process of analyzing the various possible options, TEL U.S. found ADSelfService Plus, as a product that best suited their needs. ADSelf Service Plus, offered the flexibility for users to self unlock their accounts without involving IT staff or HelpDesk technicians. The Secret Question and Answer approach helped surpass any associated security issues.

"We found ADSelfService Plus to be very effective in terms of both cost and performance.", remarked Brian Rosenvinge of TEL U.S. Holdings Inc.,

Why was ADSelfService Plus Chosen?

ADSelfService Plus clearly offered an immediate resolution to the menacing issue of "Locked Out User Accounts" at TEL U.S. Along with this, TEL U.S. found a bundle of useful features to solve sensitive issues related to the user's password like reset password, change password, password complexity enforcements, etc. The product also extended an option for users, to self-update their personal information as and when needed. And all this contributed in minimizing the workload of IT Administrators and HelpDesk staff at TEL U.S.

"We have requested all our users to enroll with ADSelfService Plus; any user that calls for an account lockout is asked to register.", exclaimed a much relieved Brian Rosenvinge.

In addition to the above set of attributes, ADSelfService Plus also possessed a comprehensive report notification module that provided up-to-date details about Users with expired and soon-to-expire passwords.

"Surprisingly we have found the soon to expire notification function to be of great help for our remote users.", explained Brian.

The Web-based Intuitive UI, ease of usage and the flexibility to customize the product including the usage of a logo based on the Organizations requirements were the other key highlights, that added to Tel U.S.' choice of ADSelfService Plus.

"ADSelfService Plus has fulfilled all our needs..", This was the simplest answer we could get from Brian.

Result

Today at TEL U.S., over 400 users have successfully registered with ADSelfService Plus and are experiencing a hassle-free usage of the product. Administrators and HelpDesk staff at TEL U.S. have been able to feel the difference within a short time of ADSelfService Plus' deployment in their environment. Account Unlock and password related issues are no more considered a nightmare by them. The option to notify users with expired or soon-to-expire passwords, via email has been quite useful in reducing their workload. In short, TEL U.S. is experiencing the power of Self-Service with ADSelfService Plus; and all this at no exorbitant costs.

About ADSelfService Plus

ManageEngine ADSelfService Plus is a secure, web-based end-user 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 in a large scale to eliminate a leading source of help desk calls and associated expenses by automating password resets and account unlocks thereby optimizing employee productivity. Learn more about ADSelfService Plus from our website <http://www.adselfserviceplus.com>

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 allowed. Complementary products provide users with the ability to choose and incorporate features that they need a la' carte.