

A compilation of users' experience with

# ADSelfService Plus

When we set out to purchase a product, we eagerly look for what others say about it. User reviews give an honest platform for evaluation. That is the reason we are giving you a collection of user reviews of our product ADSelfService Plus. We have a broad customer base that diverges across regions and comprises a variety of industrial verticals. This compilation of customer testimonials vouches for the business value of ADSelfService Plus.

ADSelfService Plus Business Value	Won the heart and business of...
Effectiveness in reducing password reset tickets	Sutton Group, Manufacturing, New Zealand
User friendly GUI & Secure Authentication	Govt. of Nashville, Telecom, Tennessee
Password management for Google Apps	Universum Global, Consulting, Sweden
Password management for Mac	Marshall Associates, Supply Chain, Chicago
Pocket-friendly pricing	Acis Group, Real-Estate Broking, Lincolnshire

## Effective reduction of password reset tickets

Sutton Group is a supplier of packaging equipment and engineering amenities to food processing industries. They also provide consulting services to mechanical and electrical machinery solutions. They offer their products and services to customers around the world.

Their primary challenge was to reduce the burden on the helpdesk as the traffic on account based support calls were high. Moreover, those in night shifts could not avail the IT support services as they didn't cover non-core business hours. Sutton Group deployed ManageEngine ADSelfService Plus that brought about a noticeable reduction in the support calls. They received positive feedback about ADSelfService Plus password management program from their staff.

## User friendly GUI & Secure Authentication

The Information Technology Services (ITS) of the Metropolitan Government of Nashville and Davidson County provides technology solutions 24\*7 to enable internal communication within the governmental departments and also with the general public.

Government of Nashville's ITS deployed a password manager to make the system flexible. Unfortunately, the deployed system did not satisfy their requirements. It did not notify users about expiring passwords, didn't have a standard user verification system and had a GUI that was hard to follow. This resulted in increased support requests and frustrated administrators.

While exploring options to fix their problems, they were introduced to ManageEngine ADSelfService plus which addressed all their concerns. ADSelfService Plus was easily the winning option given its secure password management system and user-friendly GUI.

## Password management for Mac

Marshall Associates is a B2B sales and marketing firm in consumer products. Geographically spread over a wide area, it is crucial for the company to maintain thorough information of all its manufacturers and the retail sellers and make it accessible to the related parties through their intranet. They did not have any trouble managing their network until there was an increase in the number of Mac users who were unable to change their AD password from their computers.

Subsequently, they deployed ManageEngine ADSelfService Plus which caters to Mac users as well. The Mac users were able to reset their passwords through a simple web page as any Windows user. Also, the IT administrators were able to deploy the Mac login agents from the web console on all the Mac systems in the domain. This enabled the Mac users to reset passwords and unlock accounts right from the OS X login screen.

## Password management for Google Apps

Universum Global is a consulting firm providing solutions to empower companies with the right talent pool. They have a wide network connecting with over 2200 universities and academic institutions.

They initially used Microsoft Exchange that allowed users to remotely change their password. Later, they migrated to Google Apps which did not give them the same luxury of changing/resetting password from anywhere. Hence, they deployed ManageEngine ADSelfService Plus that allowed Google Apps users to remotely change their passwords as it is web-based password management program.

## Pocket-friendly pricing

Acis Group, a non-profit organization based in UK, provides quality affordable homes and student accommodation. Theirs is a brick and click business model which deliver services 24\*7.

They cater to over 6000 service consumers. Their helpdesk comprises a small team who found it very difficult to manage the outsized number of user issues, especially outside core business hours. Many a time, concerns were raised over the size of the team but being a non-profit organization, hiring more people and expanding the team was not an option for Acis.

Acis noticed that 90% of the user issues were related to passwords. They realized that they needed an affordable password management solution without having to increase the size of their helpdesk team. They came across ManageEngine ADSelfService Plus which seemed just perfect. The overall number of support calls drastically reduced and no password related queries were posted to the helpdesk anymore.

### A must-have for every IT Administrator!

ManageEngine ADSelfService Plus is a must-have tool for every IT administrator. The illustrated real life scenarios validate the win-win situation for the organizations. The cost of support is brought down without compromising security. ADSelfService Plus is designed as a user-friendly tool which makes it a ideal solution that is affordable and reliable.

## ManageEngine ADSelfService Plus

**Sutton**

Sutton groups' support cost was increasing and it was found that most of the support assistance requested was password related. A reliable password management solution was the answer to all their problems.

**Nashville.gov**

The IT department of the Nashville Government had a password manager that had a confusing GUI, making it hard-to-follow for the users. It also did not have a promising security system.

Universum Global recently migrated to Google Apps. Managing passwords on cloud applications is not as easy as on Windows. This led to the need of a self-service password solution that supports cloud application.

**universum**

**MA**  
MARSHALL ASSOCIATES

Marshall Associates witnessed a surge in the number of Mac users. This demanded a password self-service solution that will cater to both windows and Mac users.

Acis Group found that about 90% of the support calls were password related requests. Being a non-profit organization, an affordable password management was required. But quality and affordability seemed to be mutually exclusive!

**acis**  
group

## AND THE USERS CHOSE...

Users unanimously chose **ADSelfService Plus** over other options because it serves as a one-stop solution to all their problems.

**ManageEngine  
ADSelfService Plus**

## WHY ADSELSERVICE PLUS ?

### Effectiveness in reducing password reset tickets



Users can change passwords without IT assistance. Drastic reduction in password related support calls.

**Iain Wheeley, IT Manager said,** "We didn't require any technical support to deploy. We observed noticeable reduction in helpdesk calls and positive feedback from all levels of staff."

### User friendly GUI & Secure Authentication

GUI is designed in a user-friendly fashion. Secure identity Verification via SMS/E-mail based two-factor authentication.

*Nashville Government's IT department moved all their support activities to the helpdesk technicians reducing the burden on the application support team of business analyst after deploying ADSelfService Plus.*



### Password management for Mac

Mac login agents are pushed to the Mac systems in the domain. This allows Mac users to reset passwords/unlock accounts from a web console or even from the OS X login screen.

**Timothy Basham, Systems Administrator said,** "We feel it was very simple and cost effective. Cost and ease of use for the end user and effortlessness of deployment made ADSelfService plus our final choice".

### Password management for Google Apps

Password management for Google Apps Now for cloud applications such as Google Apps too! It extends Windows AD password policies to Google Apps and other connected enterprise applications ensuring better security.

**Pontus Wiberg, Operations Lead said.** "It was very easy to deploy the product. We didn't need any technical support. We use many other ManageEngine products and they are economic but very reliable."



### Pocket-friendly pricing

Effective password management solution and an affordable one too!



**John Beevers, Information & Systems Manager, Acis Group Limited said,** "Using ManageEngine ADSelfService Plus freed up their IT resource and allowed the company to work more flexibly. It also saved 5 days of support time per year"

**ManageEngine  
ADSelfService Plus**

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