ADSelfService Plus is "Amazingly simple and very intuitive," says Acuative

About Acuative

Acuative has been providing networking technology solutions worldwide for over 34 years. Acuative provides solutions ranging from site assessments, cabling, and logistics, to on-site maintenance, and even offers managed solutions in virtual networks, infrastructure, and software-defined WAN.

Business challenge

With over 500 employees to manage, Acuative's IT department found it challenging to efficiently track end-user activity and handle multiple password reset requests. Laura Sas, a system administrator at Acuative, and her team were looking for products that would help them reduce the number of password reset requests they had to handle. They were also on the lookout for a way to audit and generate reports on user activity.

ADSelfService Plus Fits the Bill Perfectly

After hunting for a self-service password reset tool for some time, Sas decided to give ADSelfService Plus a chance. Once she got in touch with ADSelfService Plus' sales team and evaluated the solution via a personalized demo, there was no turning back for her.

When asked what prompted her to decide in favor of ADSelfService Plus, Sas said, "I've always experienced the best professional services from sales, demos, and product setup through team ManageEngine!"

After using the product for a couple of months, Acuative's IT department had little to no password reset requests and was also able to monitor password-related user activity in real time. Sas said that several things about the product impressed her, like the "ease of setup and product usage, and the availability of many reports for auditors.

> " The quick turnaround of support staff also helped Acuative efficiently use the product. Sas added, "I like the various options for different policies. Support staff is quick to respond and I get a voicemail or follow-up email typically within an hour of emailing support."

When asked if she had any difficulties in using the product, Sas said, "Use of the product is amazingly simple and very intuitive." Sas also added that after using the product for six months, "I don't have any negative thoughts at this time. No issues with the product. I can't note any cons as you cannot get better customer service like theirs with too many companies anymore."

When we asked whether she thought the price of the solution is fair, Sas said, "We already have four ManageEngine products to date, which we use quite extensively for reporting and auditing. Can't beat it for the price! Not one of those 'too good to be true' situations at all!"

ManageEngine
ADSelfService Plus

ADSelfService Plus is an integrated Active Directory self-service password management and single sign-on (SSO) solution. It offers password self-service, password expiration reminders, a self-service directory updater, a multi-platform password synchronizer, and SSO for cloud applications. ADSelfService Plus supports IT help desks by reducing password reset tickets and spares end users the frustration caused by downtime. please visit
www.manageengine.com/products/self-service-password.

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