



# Hirsch Pipe & Supply tackles support burnout using ADSelfService Plus

## About the customer

Wholesale distributor of plumbing supplies Hirsch Pipe & Supply Company has been serving clients in Southern California since 1933. As of today, Hirsch Pipe & Supply has 18 store locations and both a national and international sales team that services contractors and other wholesalers throughout the U.S. and the Pacific Rim.

## Business challenge

Like so many help desks, Edwin Proano and his team of technicians at Hirsch Pipe & Supply were receiving too many mundane tickets about passwords. Proano and his fellow support technicians knew that spending so much of their work hours handling account lockouts and forgotten passwords was wasting their time and the company's money, so they decided to deploy a self-service password reset solution.

## The solution: ADSelfService Plus

Among the various options Proano considered, ADSelfService Plus emerged as the winner. Once he started rolling out the solution, Proano was happy to find that, "ADSelfService Plus was very easy to configure and start using with our employees."

The solution became a big hit as soon as it was deployed; Proano explained, "ADSelfService Plus has saved our IT support staff many hours of responding to locked out users' accounts and forgotten passwords." Hirsch Pipe & Supply also has unique requirements since it's a 24/7 business, and Proano is happy with how ADSelfService Plus has helped with those challenges.

Proano and his team are pleased with how ADSelfService Plus has kept them out of the password reset loop. "Lower support costs and less burnout from unlocking accounts and resetting passwords" are just two reasons why Proano is happy with ADSelfService Plus.

“ Since we are a 24x7 business, it is especially helpful for employees to help themselves instead of waking up the support person on call” said Proano.

## About ManageEngine ADSelfService Plus

ADSelfService Plus is an integrated Active Directory self-service password management and 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. For more information, please visit [www.manageengine.com/products/self-service-password](http://www.manageengine.com/products/self-service-password).

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