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ADSelfService Plus

An identity security solution with adaptive MFA, single sign-on, and password management capabilities.

Outline

- Critical identity security challenges
- Overview of ADSelfService Plus
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- Self-service password management and security
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Critical identity security challenges in enterprises

Password reset tickets

Forgotten passwords and account lockouts remain the major source of help desk tickets.

A password reset ticket could take approximately 20 minutes and $30 to solve. This drastically affects employee productivity; even more so if you have a remote workforce. expiration

Upholding user productivity using MFA

Credentials remain the top cause of all data breaches. While MFA is a well-known approach today, organizations struggle to implement an effective MFA strategy that fortifies local and remote access security while simultaneously upholding user productivity

Influx of passwords

As organizations adopt cloud applications in droves, users have to enter more passwords throughout the day just to access these applications and complete their work.

An all-encompassing identity security solution

ManageEngine ADSelfService Plus is an identity security solution with multi-factor authentication, single sign-on, and self-service password management capabilities

Solutions offered by ADSelfService Plus

Adaptive MFA

Secure local and remote access to endpoints and applications

SSO for applications

Establish secure, one-click access to all enterprise applications

Self-service password management and security

Enable self-service password management and fortify passwords

Remote work enablement

Streamline and secure remote access to enterprise resources

Workforce self-service

Provide a self-service portal for group management and AD attributes update

Adaptive MFA

Implement adaptive MFA and evade credential misuse—the main culprit for data breaches

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Why is generic MFA not enough?

IT compliance laws now mandate or recommend the use of context-based MFA

Regulations like NIST mandate additional rules on privileged account protection

With multiple endpoints to protect, using different solutions for different endpoints becomes tiring

Connection to the MFA server can sometimes be severed, taking the user offline. In such cases, bypassing MFA or blocking access are both unwise options

Enabling MFA using the native options in applications and systems can create friction, since different systems support different ways and modes of authentication.

Adaptive MFA

Endpoint MFA

Secure access to the enterprise network with advanced MFA for access to machines (Windows, Linux, macOS); VPN and other network endpoints using RADIUS; and OWA and other IIS web applications

Conditional access

Automate access control decisions for the enterprise network and its resources based on risk factors like IP address, business hours, device used, and geolocation

Passwordless MFA for applications

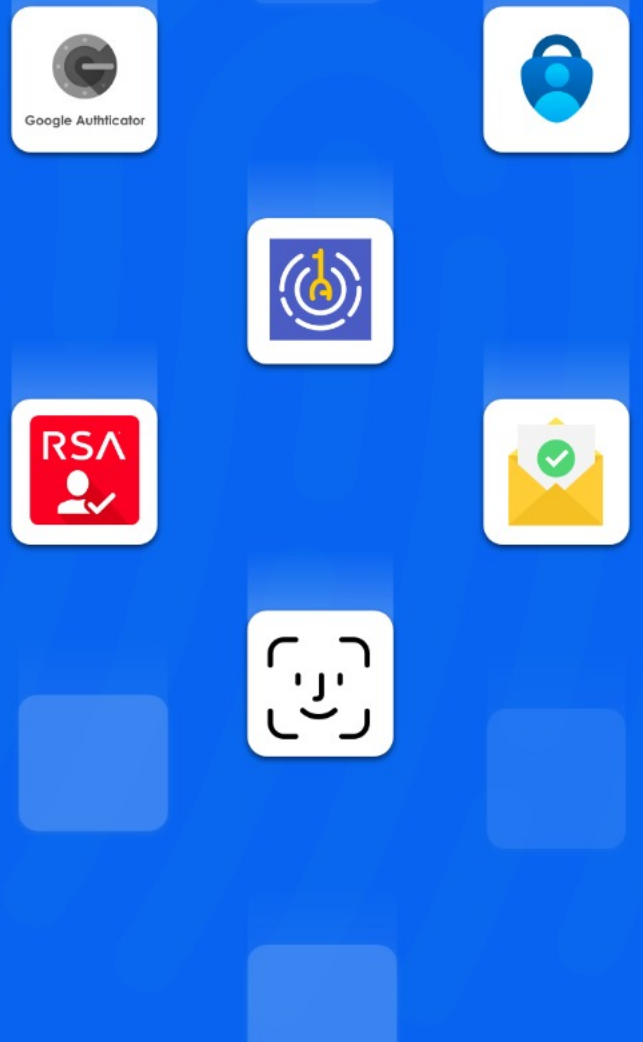
Allow access to enterprise applications via SSO solely using advanced authentication methods such as biometrics, YubiKey, Google Authenticator, and more

Offline MFA

Protect user identities and machines by implementing MFA for Windows machines even when there is no internet connectivity or the ADSelfService Plus server is unreachable.

Supported Authenticators for MFA

- YubiKey Authenticator
- Microsoft Authenticator
- Azure AD MFA
- RADIUS Authentication
- Zoho OneAuth TOTP
- Google Authenticator
- AD Security Question
- MS Verification
- Fingerprint or Face ID Authentication
- Push Notification Authentication
- RSA SecureID
- Email Verification
- QR Code-based Authentication
- Security Question & Answer
- Smart Card Authentication
- Customer TOTP Authentication



Endpoint security via MFA

The MFA feature helps secure the following endpoints into the enterprise network.

Logins into the machine

This features works in two ways:

User-based MFA:

Here MFA is applied during logins into any configured machine by a specific user

Machine-based MFA:

Here MFA is enforced for all logins into a specific machine, irrespective of user

Microsoft RDP logins

Both RDP client authentication and RDP server authentication is secured by MFA

Windows machine unlock

MFA will be applied when the user unlocks their Windows machine

Windows User Account Control (UAC) prompts

MFA will be required for authentication during all elevated UAC prompts or Run As Administrator prompts

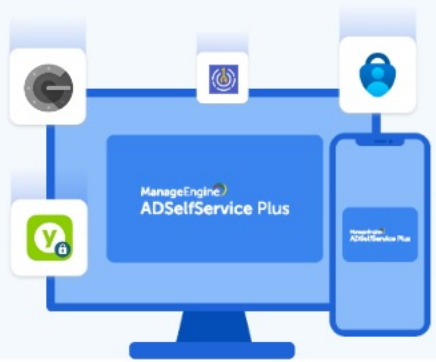
How does MFA work?

Step 1

The user enters their domain credentials as the first level of authentication into an endpoint or an enterprise application

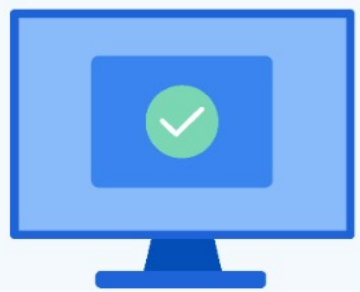
Step 2

The user completes further authentication using any of the supported methods such as biometrics, time-based verification codes, or through a third-party authenticator like YubiKey Authenticator

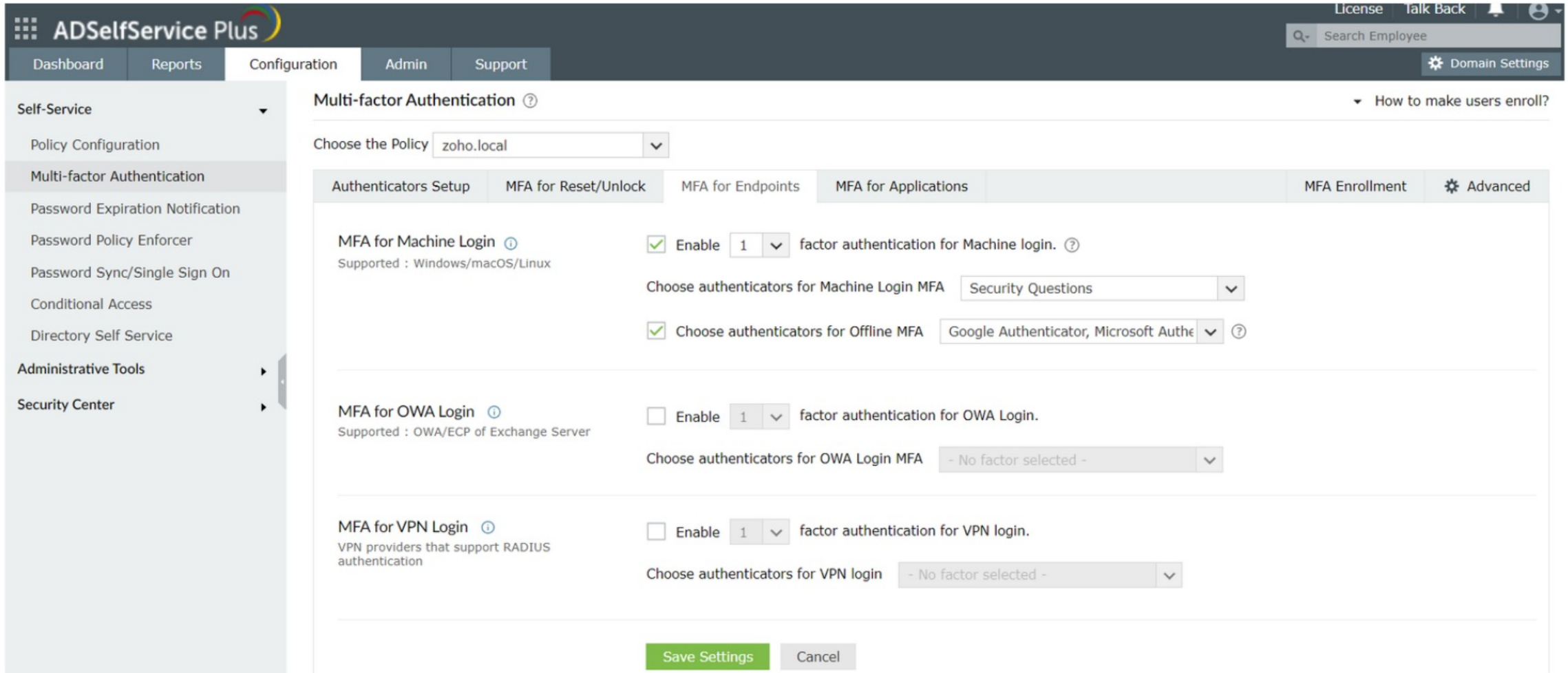


Step 3

After successful authentication, the user is allowed access



Endpoint MFA configuration



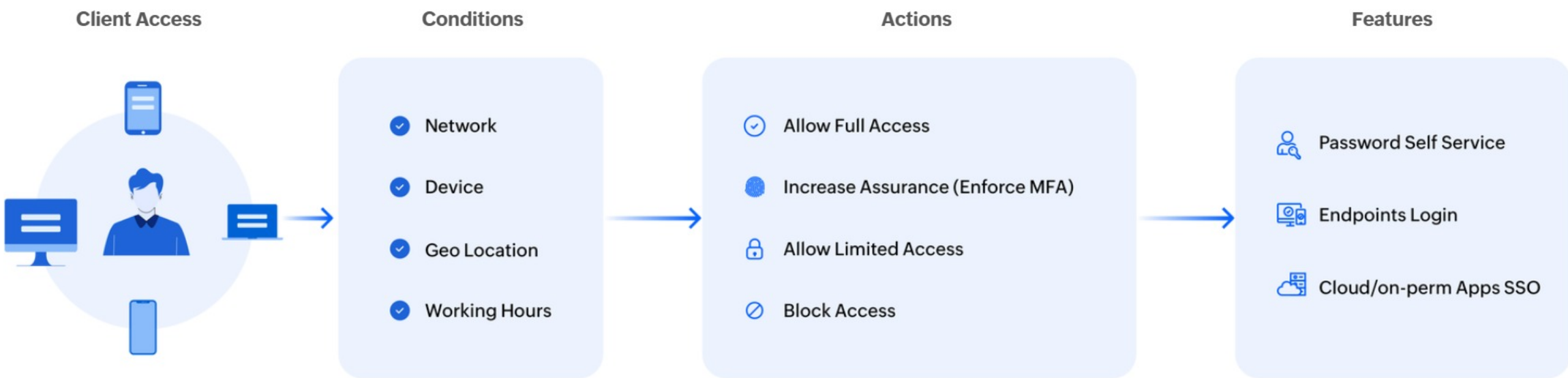
How do conditional access policies work?

A user attempts to log into their machine or access any other integrated application

Risk factors such as the user's IP address, time of access, and geolocation are analyzed

Based on pre-configured conditions and the risk factor data, the solution enables one of the following:

- Complete access to the machine or application
- Secure access to the machine or application using MFA
- Limited access to certain ADSelfService Plus features
- Restricted access to ADSelfService Plus features



Single sign-on

End login fatigue and simplify application onboarding with SSO

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Single sign-on

SSO for established cloud applications

Secure and streamline application access by allowing users to authenticate once and access any of the supported applications without requiring further authentication

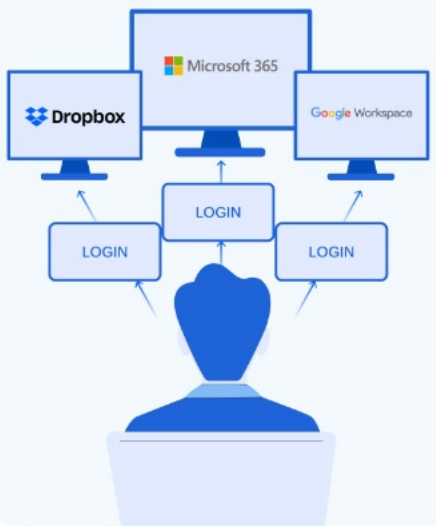
..... as well as custom enterprise applications

Enable SSO for custom on-premises and cloud applications via SAML, OAuth, and OpenID Connect protocols

How SSO streamlines access to enterprise applications for users

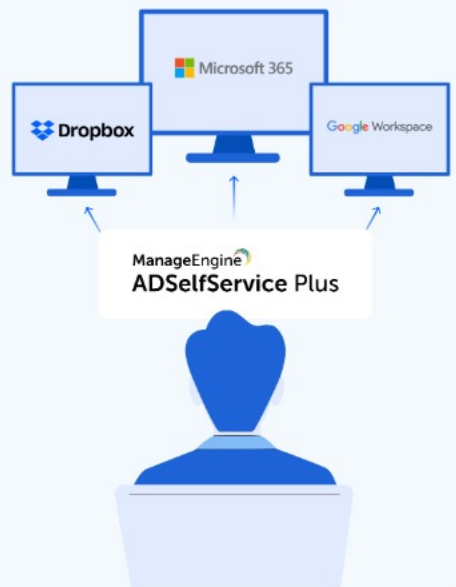
Before implementing SSO

The user opens and logs in to each enterprise application individually with a separate set of credentials

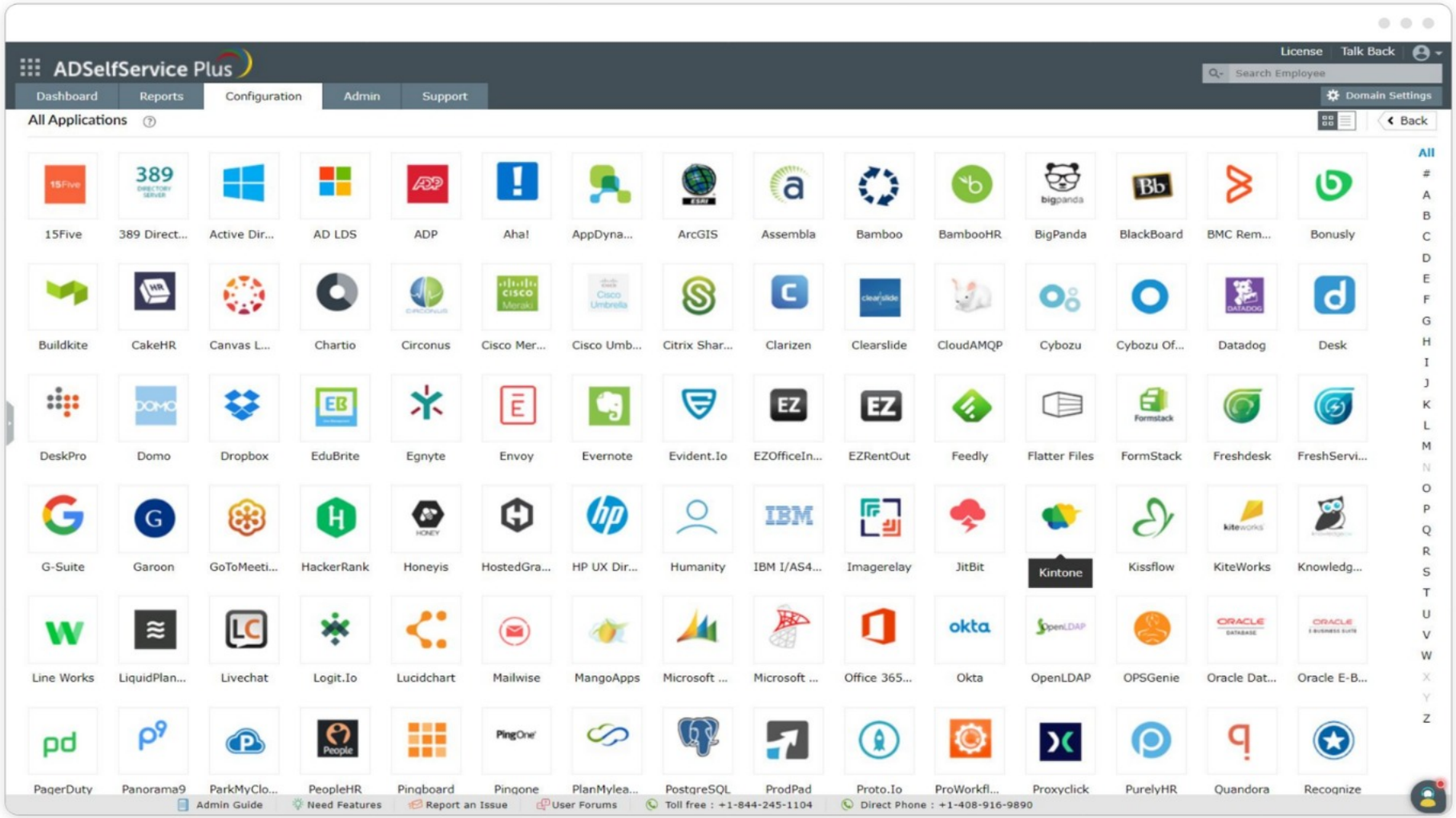


After implementing SSO

- The user opens the ADSelfService Plus portal (for IdP-initiated SSO) or the enterprise application (for SP-initiated SSO)
- The user completes authentication using ADSelfService Plus (in case of SP-initiated SSO, users will be redirected to the ADSelfService Plus portal)
- The user obtains access to multiple applications



Applications supported out-of-the-box for SSO



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Self-service password management and security

Eliminate password reset tickets and uphold password security

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Self -service password management and security

Self-service password reset and account unlock

Enable users to reset passwords and unlock accounts in office, at home, or on the move, all without help desk aid

Password synchronization

Sync AD password resets and changes with the connected enterprise applications, in real time

Password and account expiration alerts

Automate password and account expiration reminders to users via email, push, and SMS alerts

Password policy enforcer

Mandate creation of complex passwords by implementing advanced password requirements during password changes and resets

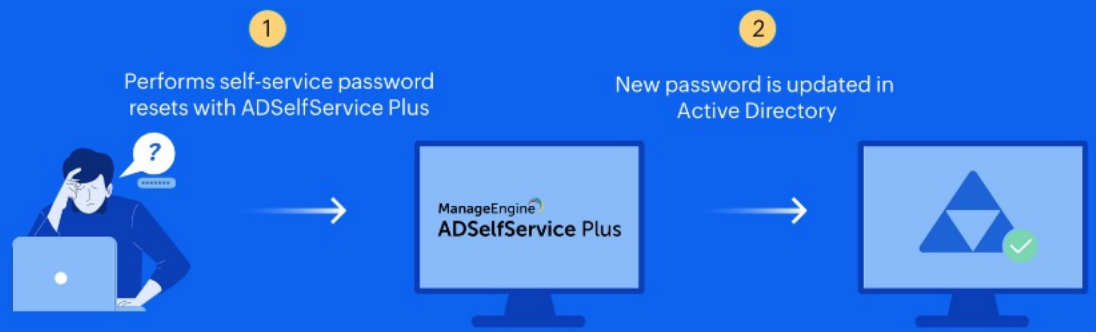
How admins free themselves from redundant password reset tickets

Before ADSelfService Plus

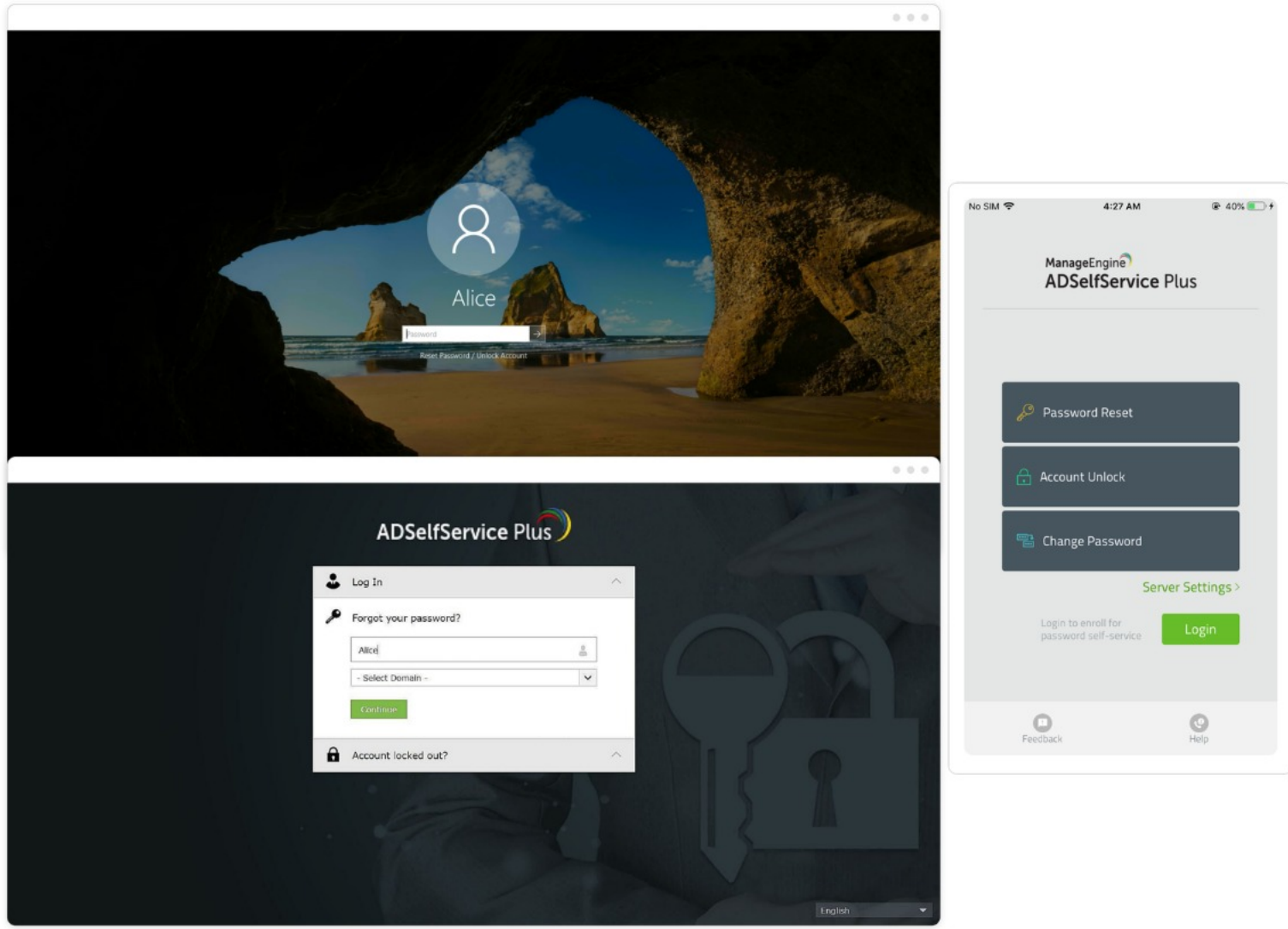
- A user who has forgotten their AD domain password, contacts the IT help desk.
- The IT help-desk verifies their identity and resets their password.
- User authenticates using MFA and resets their password

After ADSelfService Plus

- A user who has forgotten their AD domain password opens the ADSelfService Plus password reset portal via a web-browser, their login screen, or mobile device
- User authenticates using MFA and resets their password



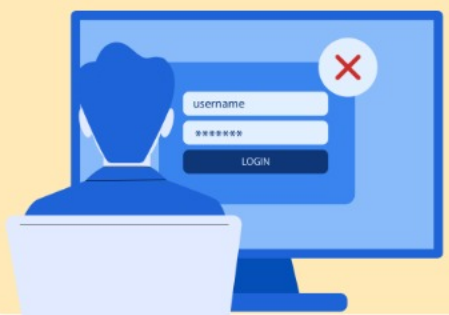
Self -service password management and security



How remote users stay on top of AD password and account expiration

Before ADSelfService Plus

Remote users, especially VPN and OWA users, have no way of being notified about their expiring passwords and accounts. Users often lose access to their accounts and the help desk are rendered unable to assist the users remotely



After ADSelfService Plus

- Users with passwords or accounts that are nearing expiration receive regular reminders via SMS, email, and push notifications
- Users can change their passwords before expiration and contact the help desk to deal with their AD account expiration

Rescue users from password fatigue

Before ADSelfService Plus

A user has to create and maintain a separate set of credentials for each of their enterprise application accounts. This may lead to forgotten passwords or poor password hygiene

After ADSelfService Plus

- The user's AD password is synchronized across integrated applications
- Any password change or reset is replicated across the applications. They can also choose to change or reset the password of particular applications, if required

Advanced custom password policies

Create multiple password policies and enable them for users belonging to specific domains, OUs, and groups. Impose the password policy during password changes via the Ctrl+Alt+Del portal and password resets from the Active Directory Users and Computers console.

Restrict characters

Restrict the number of special characters, numbers, and Unicode characters that users can use

Restrict patterns

Restrict keyboard sequences, dictionary words, and palindromes

Use passphrases

Option to use passphrases that does not conform to the complexity requirements when the password length exceeds a predefined limit (say, 20 characters)

Restrict repetition

Enforce a password history check during password reset, and restrict the repetition of specific character(s) or username as the password.(e.g. “aaaaa” or “user01”)

Restrict length

Specify the minimum and maximum password lengths

Password strength checker

Display the password policy requirement on the reset and change password pages

Remote work enablement

Secure and streamline remote work

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Remote work enablement

MFA for remote endpoints

Implement MFA for remote endpoints such as RDP and VPN logins to secure remote access

Cached credentials update

Automatically update users' remote password resets in the local cache of their machines via VPN for smooth authentication

Web-based domain password change

Offer a secure web-based portal for remote employees to change their domain and enterprise application passwords

Mobile-based password management

Empower users on the go with self-service password reset and account unlock, password change, and enrollment capabilities right from their mobile devices

How cached credentials update works

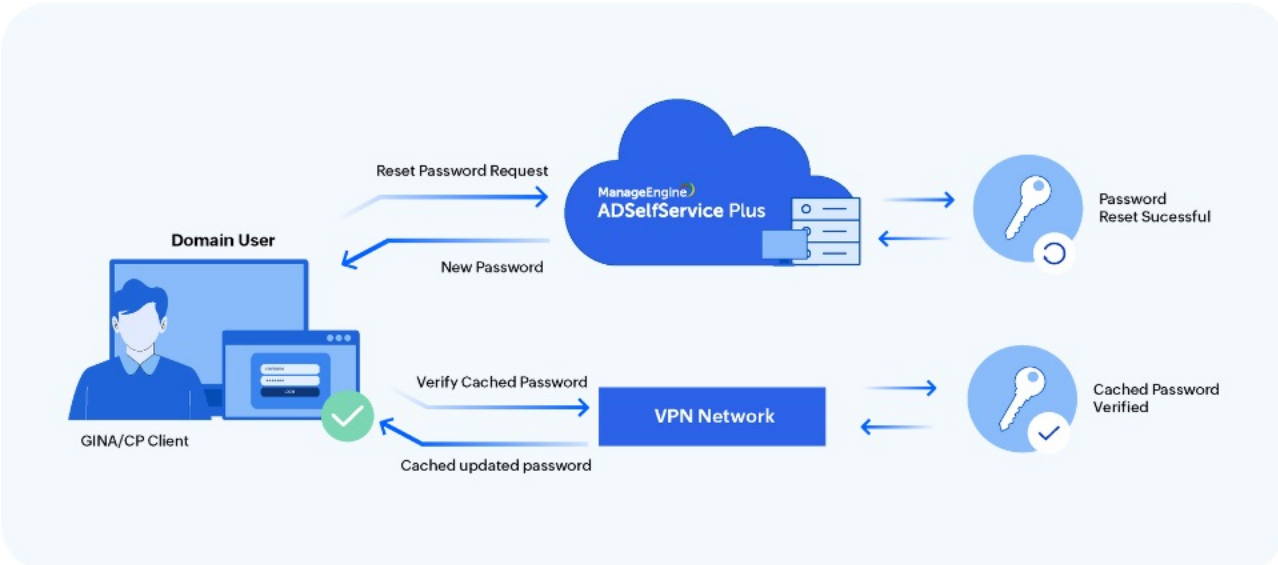
The ADSelfService Plus login agent places a Reset Password/Account Unlock link on the login screen of the machine to enable self-service password reset.

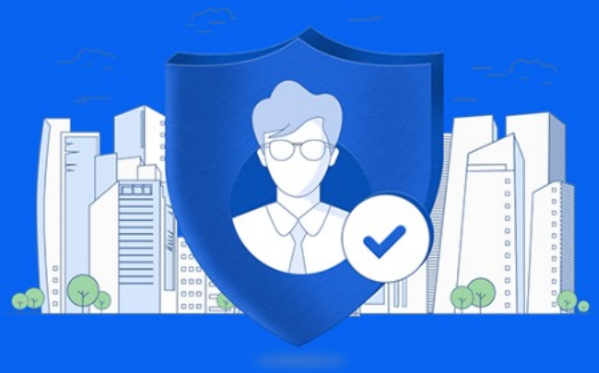
To perform password reset, the user first completes identity verification through MFA. Then they submit the new AD password

The login agent then establishes a secure VPN connection with AD and requests an update of the local cached credentials

The ADSelfService Plus server resets the AD password and informs the login agent

The new password is now updated as the cached credentials in the machine





Workforce self-service

Maintain an up-to-date user profile directory without overburdening the help desk

Workforce self-service

Directory self-update

Allow users to self-update their AD profile information using a secure portal

Self-service group management

Let users subscribe and unsubscribe from AD groups appropriate to them

Organization chart

Display the position of users in the organizational hierarchy and allow them to look up employee relations and IDs

Employee search

Allow users to search for information on their colleagues via a filter-based corporate directory search tool

Approval-based workflow for self-service

Give help desk technicians the ability to review and approve users' self-service actions

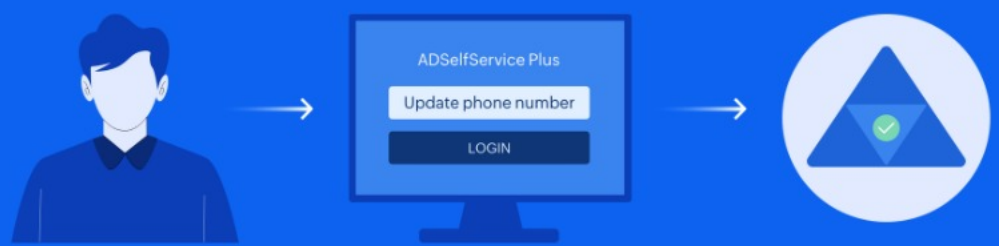
How does self-update of employee profile information work?

Before ADSelfService Plus

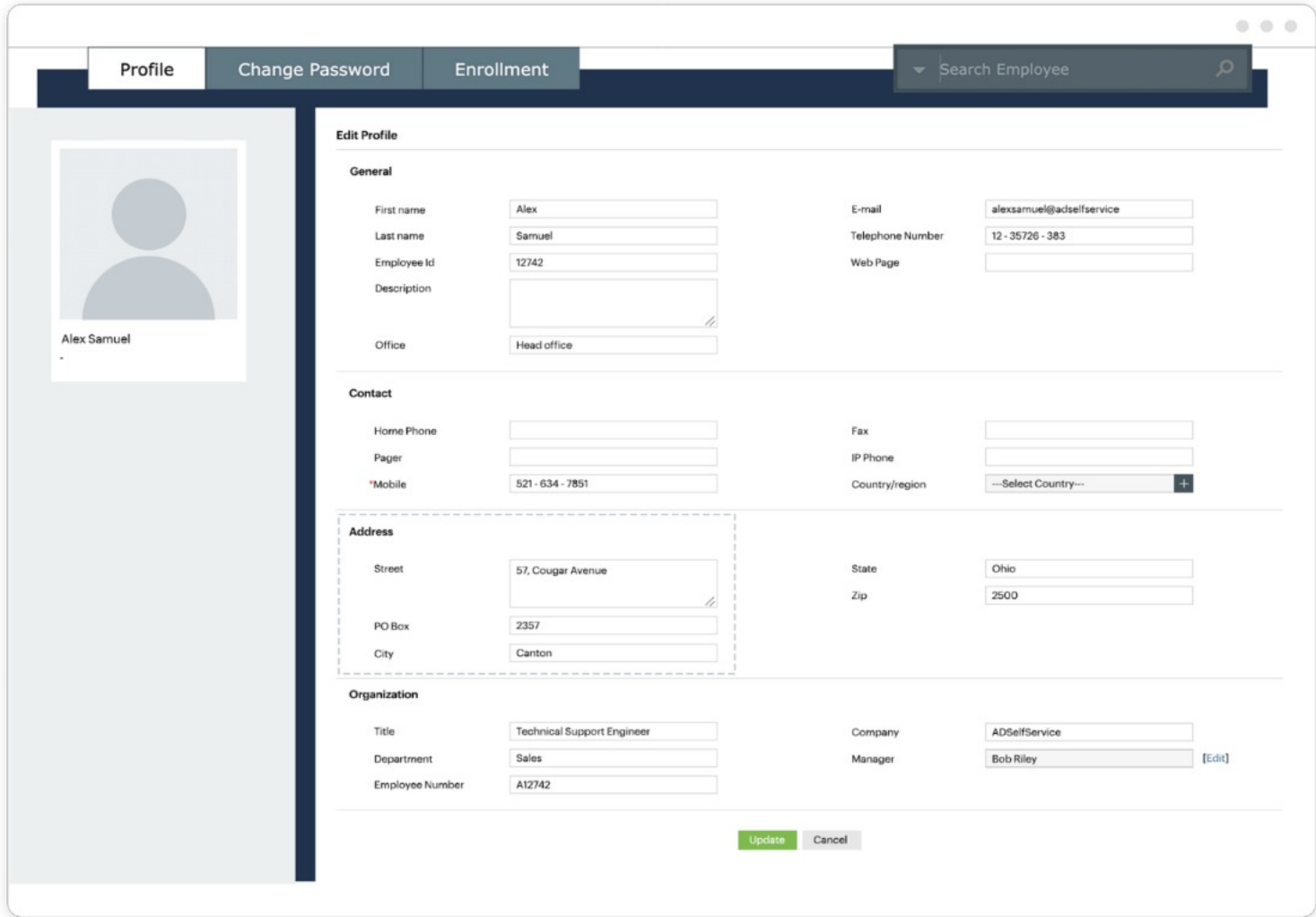
User has to contact the help desk each time any of their AD profile information needs updating

After ADSelfService Plus

- User securely logs in to the ADSelfService Plus web portal
- User updates their AD profile information using the console provided
- The information provided is updated in AD in real time



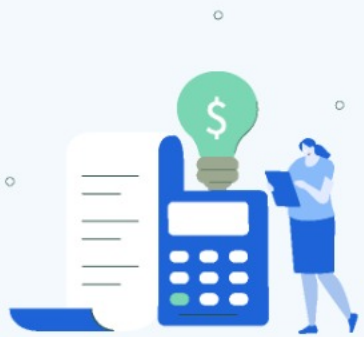
Directory self-update portal



Benefits of ADSelfService Plus

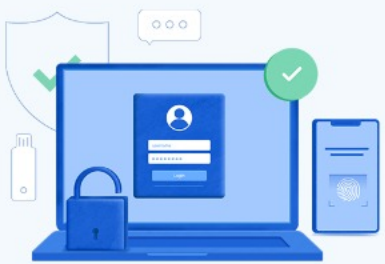
Cost savings

- Eliminates password resets—a major source of help desk calls
- Allows IT admins to focus on critical tasks
- Protects enterprises from data breach recovery costs



Improves IT security

- Secures critical enterprise endpoints with MFA
- Provides risk-based access control for enterprise resources and self-service actions
- Enforces strong password policies



Improves user experience

- Reduces dependency on help desk
- Provides access to self-service features from anywhere
- Enables seamless login for enterprise applications
- Puts an end to password fatigue

Trusted By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IBM
unicef
SAMSUNG
American Apparel
World Health Organization
TOSHIBA
VOLVO
IDG
International Data Group
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How ADSelfService can help organizations across sectors

Government sector

- Comply with the requirements of regulations like FISMA and the NIST Cybersecurity Framework
- Prevent credential-based attacks on the domain network using adaptive MFA and advanced password policies

IT sector

- Comply with the requirements and guidelines of the GDPR and NIS Directive
- Implement SSO for enterprise applications secured by passwordless authentication based on robust authenticators like biometrics
- Enable users to reset their domain passwords and unlock their domain accounts without depending on their IT help desk

Education sector

- Comply with the requirements and guidelines of regulations like the Family Educational Rights and Privacy Act (FERPA), and the NIST Cybersecurity Framework
- Empower students and staff to reset their passwords and unlock their accounts from anywhere and access multiple applications from a single console

How ADSelfService can help organizations across sectors

Finance sector

- Comply with the requirements and guidelines of SOX, GLBA, PCI DSS, and the NIST Cybersecurity Framework
- Provide seamless access to sensitive data using MFA, conditional access, and SSO
- Enable employees to perform password resets while upholding stringent password policies

Healthcare sector

- Comply with the requirements and guidelines of HIPAA and the NIST Cybersecurity Framework
- Secure and streamline access to ePHI using SSO, MFA, and conditional access
- Allow healthcare professionals to perform password self-service and ensure up-to-date employee profiles

TriMark deploys ADSelfService Plus to tackle password problems

Industry: Food industry Location: USA

> "When our employees needed a password reset while they were outside the organization, ADSelfService Plus helped us by allowing them to reset their passwords remotely. It was beneficial for us,"
>
> **Roger DeVivo,**
> senior system administrator at TriMark

Business needs

- Allow users to self-update their AD profile information using a secure portal
- No trust was established between AD domains leading to password fatigue.They needed a solution that could sync passwords across all of users' account

How ADSelfService Plus helps Trimark?

ADSelfService Plus helps remote employees reset their passwords, and then it locally updates the credentials in users' machines

ADSelfService Plus' Password Sync feature allowed TriMark to automatically sync all password changes between multiple Active Directory domains

ADSelfService Plus helped admins to schedule password expiration alerts via SMS, email, and push notifications so users change their soon-to-expire passwords, well in advance

"The support team helped me pretty quickly every time I called in, and I'd say I'm happy with the support!"

Licensing, pricing, and feature support

Detail	Evaluation edition	Free edition	Standard edition	Professional edition
Expiration	Expires in 30 days	No expiration	As per license terms	As per license terms
Number of domains	Unlimited domains	Unlimited domains	As per license terms	As per license terms
Number of domain users	Unlimited domains	50 users	As per license terms	As per license terms
24-5 support	Available	Available	Available	Available
Pricing	**Free**	**Free**	Starts at **$595** for **500 users**	Starts at **$1195** for **500 users**
Features	Fully-functional Professional Edition, along with Endpoint MFA add-on. Converts to Free Edition after evaluation period.	All features offered in Professional edition.	• Web-based self-service password reset and account unlock • MFA for self-service password resets/account unlocks and cloud application logins • Password expiry notifier • Password policy enforcer • Real-time password synchronizer • Password reset using ADSelfService Plus' iOS or Android app, or via mobile browser • Self-service directory update, employee search, organization chart, and self-service group management • Passwordless authentication for cloud applications	All features supported Standard edition and: • Password reset from Windows, macOS, and Linux logon screens • Conditional access • Cached credentials update for remote password reset • Password policy enforcement in Windows Change Password page and ADUC

Add-ons

Add-on name	Description	Pricing
Failover and Secure Gateway Services	Includes high availability, load balancing) and reverse proxy	**$395**
Endpoint MFA	Includes MFA support for machines (Windows, Linux, macOS); VPN and other network endpoints using RADIUS; and OWA and other IIS web applications	Starts at **$395** for 5**00 users**

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