Time4Learning reduces account lockouts and simplifies password management with ManageEngine ADSelfService Plus

"I have used ManageEngine products before and was confident in getting a good working product. The deployment was simple and clean and the instructions were clear. The technical support provided was prompt and helpful."

-Victor Palkaninec,
IT Support Engineer, Time4Learning

About the Customer

Time4Learning, founded in 2003, provides an interactive online curriculum for PreK-12th grade. The curriculum covers language arts and math as well as social studies and sciences. The curriculum is used primarily by home-scholars but also for summer study and for after-school enrichment or remediation. Over 100,000 students have now benefited from Time4Learning.

Business Challenge

At Time4Learning the academic curriculum is based on interactive learning methodology, and this demands the staff to be connected to the network 24x7. From time to time, the staff faced login problems due to forgotten or expired passwords. Before they could reconnect to the network, a lot of productive time was lost. After they scrutinized the situation and looked for a root cause, Time4Learning realized the need for self-service password management programs.

Solution

In their pursuit to find the ideal self-service password management solution, Time4Learning rejected many products along the way. They came across solutions that either lacked key features or had unnecessary ones. Finally, they chanced upon ManageEngine ADSelfService Plus. The user-friendly interface and the uncomplicated deployment process of ADSelfService Plus perfectly matched the requirements of Time4Learning. They deployed ADSelfService Plus in their organization, securing Time4Learning from the most common but annoying problem of having employees forget passwords and lose access to their IT systems.

ManageEngine
ADSelfService Plus

Benefits of ADSelfService Plus

- Update personal information on AD

- Reduce critical password tickets

- Notify users via email or SMS of their soon-to-expire passwords

- Minimize help desk time and workload

- Identity verification via SMS or email-based and two-factor authentication.

- Generate user list and account status reports

- Address identity management password challenges using self service

About ADSelfService Plus

ManageEngine ADSelfService Plus is a secure, web-based password reset solution for domain users to reset passwords, unlock accounts, and update personal details in Active Directory. It automates password resets and account unlocks, eliminating the leading reasons for help desk calls.

About ManageEngine

ManageEngine provides a suite of powerful enterprise management products, including network utilization, performance, security, help desk 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 easily possible. Complementary products provide users with the ability to choose and incorporate features that they need à la carte!