

A man and a woman in a server room looking at a laptop. The man is on the left, wearing a dark sweater over a light shirt. The woman is on the right, wearing a light blue shirt. They are both looking at a laptop held by the woman. The background shows server racks and a blue-tinted lighting.

WorkPlaceLive Cuts Support Costs with ADSelfService Plus

About WorkPlaceLive

WorkPlaceLive was established in 1996 to provide traditional IT support to local businesses and charities. It provides organizations with enterprise-level IT, responsive and friendly support, consultancy solutions, hosted telephony services, and more. WorkPlaceLive provides customers with a seamless solution for all of their IT and telephony needs. Organizations can choose a single service or bundle multiple services together to create a tailor-made solution that meets their specific requirements.

Business Challenge

Since WorkPlaceLive provides IT and telephony solutions, its staff has to be available 24/7 for customers. Andy Doe, an infrastructure engineer at WorkPlaceLive, and his team noticed that the majority of the support staff's time was going to servicing password-related tickets. They were looking for ways to automate the process through a self-service solution so they could free themselves from the password-related ticket loop to focus on more pressing tasks instead. After some research, they decided on ADSelfService Plus for their password automation.

ADSelfService Plus is a Big Hit

With simple installation and easy configurations, Doe had ADSelfService Plus up and running in no time. ADSelfService Plus was working its magic as soon as it was deployed. Doe said, "ADSelfService Plus has helped increased our productivity." When asked what he thought about ADSelfService Plus, he said "ADSelfService Plus is excellent, reliable, and support—if you need it—is great."

When asked about how the solution has directly impacted his team, Doe said, "ADSelfService Plus allows users to manage their own AD experience without the need for the service desk to get involved in day-to-day tasks such as password resets." Consequently, that's given the support team more time to focus on other critical tasks.

When asked about the negatives of the product, Doe said, "There's nothing really! In the beginning ADSelfService Plus was a little slow but a VM upgrade and some minor changes made by the support guys fixed it." ADSelfService Plus has been a great advantage for WorkPlaceLive ever since.



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.

please visit www.manageengine.com/products/self-service-password.

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