

ADSelfService Plus frees Kao Specialities' support team from the burden of password resets

About Kao Specialties Americas LLC

Kao Specialties Americas LLC (KSA) is a chemical manufacturing company located in North Carolina. KSA has three major business segments: oleochemicals, performance chemicals, and specialty chemicals including imaging materials and aroma chemicals.

Business Challenges

Noi Inthisane, an IT support and database reporting analyst at KSA, and her team were finding it difficult to handle their end users' passwords. Since end users of KSA had to use different applications for work and set a unique password for each application, administrators were struggling to manage the number of password requests they received. Inthisane and her team were looking for a solution that would help users synchronize their native Active Directory passwords with other work applications, thereby reducing the burden on the IT department.

ADSelfService Plus Hits the Nail on the Head

After searching for a solution that would suit their needs, Inthisane and her team decided on ADSelfService Plus. Its implementation was an instant success. Inthisane said, "We've had positive feedback from end users. It's been a great product for our needs." Both end users and administrators have benefited from ADSelfService Plus. Users can now reset their passwords without depending on the help desk. The password synchronization feature of ADSelfService Plus reduces the number of passwords users have to remember and lessens the password reset burden on the IT help desk.

Inthisane said, "The ability to synchronize passwords across two different platforms for us is great. ADSelfService Plus is a great tool that keeps IT out of the password loop so we can focus on other things."

When asked for her overall feedback on the solution, she said, "The ability to sync passwords on two different platforms but change it in only one place gives IT more time to focus on things other than password issues."



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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