



ManageEngine

ADSelfService Plus

Helping Qual IT's remote users feel at home.

Company: Qual IT

Industry: Information technology

Location: New Zealand

"The number of IT tickets have gone down greatly as our staff members are now resetting passwords or unlocking accounts themselves, rather than logging IT tickets."

- Neil Attridge, IT operation manager, Qual IT

About the company:

Qual IT provides independent IT testing and assurance services to some of New Zealand's most successful organizations. The company believes effective testing and assurance provides the certainty that an IT project will deliver the expected outcome successfully. Its clients include over 80 organizations across New Zealand as well as overseas, covering most industry sectors. Qual IT employs more than 200 permanent and contract test professionals. It aims to become the best provider of independent testing and assurance services in New Zealand. The company is also known for its unique culture, providing their test and assurance professionals with interesting projects to work on and allowing them to maintain a healthy work and life family balance. This encourages them to grow in the best way possible.

The challenge:

Unfortunately, Qual IT faced daily issues with users unable to log on to their systems due to forgotten passwords or locked accounts. The company works on challenging IT projects across diverse industries and has to deliver tailormade testing and assurance solutions to its clients. As a fast growing company, the number of projects keep increasing. While the workforce is driven to complete all projects within the required timeframes, they kept getting tripped up. Being unable to log on to their systems took a toll on their productivity.

Password reset and account unlock tickets were also wasting the IT support staff's valuable time. Further, Qual IT has several users who log on remotely every day and they needed a mechanism to ensure these users don't face password-related blocks. The company had a lot of trouble resolving these issues without interrupting their work flow.

"We have a lot of remote users. They needed something to help them unlock or reset their passwords." - Neil Attridge, IT operation manager, Qual IT.

The resolution:

Qual IT needed a password management solution that was simple, effective, and could be up and running as quickly as possible. They decided to go with one of the company's trusted vendors, ManageEngine.

ManageEngine's solution, ADSelfService Plus, was the perfect answer to Qual IT's problem as it met all their requirements. The product deployment was simple and the organizational setup was easy. Further, the technical support team for ADSelfService Plus didn't have to do a thing. If Qual IT came across any issues, the online help was more than sufficient.

Remote users who need to reset their passwords or unlock their accounts can now do so instantly, and the number of password related tickets dropped drastically.

ADSelfService Plus greatly reduced the amount of time and effort spent on menial tasks for both users and support staff, letting them both focus on more important things. It has helped Qual IT take a small, but significant step forward in their growth and productivity.

"We are a long-time user of ManageEngine products. We didn't have to look at anything else before selecting ADSelfService Plus." - Neil Attridge, IT operation manager, Qual IT.

The ADSelfService Plus benefit:

ADSelfService Plus met all of Qual IT's expectations and provided several other benefits, as well. This solution:

- Allows users to reset their passwords.
- Allows users to unlock their own accounts.
- Allows users to update their personal information in Active Directory.
- Increases the time spent by help desk technicians on value added issues, rather than password related tickets.
- Sends out SMS and email notifications to accounts with soon-to-expire passwords.
- Performs identity verification using two-factor authentication, with SMS and email-based account verification.
- Generates user list and account status reports.
- Includes a multi-platform password synchronizer module.
- Allows mobile password management.
- Includes GINA or CP and Mac logon agents, which allow users to reset their passwords or unlock their accounts right from the logon screen.
- Includes an address book, providing detailed information on domain users.
- Allows users to personalize the application user interface with rebranding.

About ADSelfService Plus

ADSelfService Plus is a secure, web-based end-user password reset tool. This solution helps domain users perform password resets, account unlocks, and update their personal details in Active Directory. The solution also optimizes help desk technicians' productivity by automating the above-mentioned routine tasks. To learn more about ADSelfService Plus, visit www.adselfserviceplus.com.

About ManageEngine

ManageEngine provides a suite of powerful enterprise management products for 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 the ability to choose and incorporate the features that they need a la carte.