Skorpion Zinc's love at first sight with 'Password Self-Service' & 'Profile Update' features by ManageEngine ADSelfService Plus!

Self-Service Profile Updates

Password Self-Service

Ease of Use & Pricing

ADSelfService Plus's **'Self Service'** featured darts leave an everlasting impression in the hearts of Skorpion Zinc employees!

> *We wanted software that aided in secure Password resets and Profile updates. We ran the demo of ManageEngine ADSelfService Plus and the ease of install and professional look pleasantly surprised us. The deployment is so simple; an eight year old can do it. Post-installation of ADSelfService Plus, our engineers have been freed from the extra helpdesk duty, owing to the self service portal. We are in the process of utilizing the services of another product from ManageEngine, OpManager; a network monitoring software.*

– John Meyer, IT Coordinator.

Customer : Skorpion Zinc [Namzinc (Pty) Ltd]

Industry : Mining & Metals

Location : Republic of Namibia

Business Needs:

Skorpion Zinc is a global player in the Zinc mining industry, the progressive foothold worldwide was posing a problem to employees who 'forgot their passwords' and had to wait several hours before their passwords were reset! Being in a demanding Mining & Metals industry, where technology & ingenious human resource source together a 24/7 operations! The helpdesk delay was taking its toll on the engineers' work time. They were in dire need of web-based software that would aid employees securely self-service their passwords and account lockouts in a simple user interface. Also, in need was the employees to self update Active directory with their profiles.

Solution:

The trial version of ADSelfService Plus itself completely swept Skorpion Zinc off its feet, with its characteristic 'ease of install' and 'professional look' coupled with the 'simple web-based user self-service' had made an everlasting good first impression! Summarized by John Meyer, IT coordinator as; *an eight year old can do it.*

ADSelfService Plus is meticulously planned self-service password reset software, offering a multitude of security features, which tackles all possible threats looming over password self-service. The stringent authorization procedure of 'Challenging Security Questions & Answers' for Password Reset / Account Unlocks makes ADSelfService Plus impervious to hacking.

Skorpion Zinc on a daily basis deal with voluminous logistics, confidants, business contacts and worldwide employees. Now, with ADSelf Service Plus's web based self service Profile Updates & Password Reset features, Skorpion Zinc could better deal with business service management typical to the mining and metals industry. ADSelfService Plus also enabled Skorpion Zinc employees with filter-based Corporate Directory Search to easily find their user contacts.

> **Some Industry Verticals where ADSelfService Plus's Profile Updates plays a key role:**
> Natural Resources & Mining, Logistics (Transportation & Warehousing), Business Utility Services, Construction, Government and Manufacturing

For an administration ensemble, ADSelfService Plus empowers the administrators to track the self-serve changes with varied reports. Information Security in ADSelfService Plus is second to none!

Benefits:

Other than benefiting from the prerequisite requests

- Self password management portal for domain users.
- Manage Account Unlock.
- Update Personal information on AD.

Skorpion Zinc also gets to gain from

- Reduced critical password tickets.
- Reduced demanding accounts unlock tickets.
- Notify users via email of their soon-to-expire passwords.
- Minimize Helpdesk time and workload.
- Identity Verification by Secret Questions (Password Policy).
- Generate User list and account status reports.
- Address Identity Management Password Challenges using Self Service.

About Customer:

Skorpion Zinc is the 8th largest Zinc mine in the world, a 100% subsidiary of Anglo American Plc, Anglo American is one of the world's largest mining companies, with a assorted portfolio of high-quality mining assets and industrial businesses worldwide. Skorpion Zinc is located 85 km northeast of Oranjemund and 25 km north of the town of Rosh Pinah in southern Namibia. The operation consists of an open-pit mine, comminution, leach, purification (SX-EW) plants, plus a melting and casting section. The mine runs at outputs greater than 12,500 t of Zinc per month. At full rate the operation is capable of contributing around 4% of Namibian GDP.
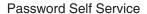
About ADSelfService Plus:

ManageEngine ADSelfService Plus is a secure, web-based password self service software, for domain users to perform self-password reset, self-account unlock and self-update of personal details in Active Directory. It helps in a large scale to eliminate a leading source of helpdesk calls and associated expenses by automating password resets and account unlocks, thereby optimizing employee productivity. Administrators also get to effectively manage the password reset cycle, set session delimiters and much more for the best of domain user account security. Learn more about ADSelfService Plus from our website http://www.adselfserviceplus.com

About ManageEngine:

ManageEngine provides a suite of powerful Enterprise Management products, including network utilization, performance, security, helpdesk 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 a la' carte!

How ManageEngine ADSelfService Plus won the confidence of Skorpion Zinc?

Password Self Service	Account Unlock	Ease of Use	Competitive Pricing