ADSelfService Plus Helps Wanstor Improve its Help Desk Productivity

About the Company

Wanstor is a trusted IT services company that supports UK organizations of all sizes and industries. They have offices in London and Manchester and service bases in Bristol, Birmingham, and Edinburgh. Established in 2002, Wanstor is a trusted IT services and solutions provider that helps transform IT environments with highly available, highly secure services designed to scale with ease. It provides valuable IT support, managed IT services, cloud solutions, data center and co-location services, data infrastructure, and business voice services, all delivered by well-qualified and highly knowledgeable people.

Business Challenge

Being an IT company, Wanstor is focused on making sure its help desk team is always up and running. Gerome Haughton, technical consultant at Wanstor, realized that his team's productivity was taking a hit because help desk staff were constantly responding to password-related tickets. This is when Haughton and his team decided to start shopping around for password self-service products before narrowing down on ADSelfService Plus.

ADSelfService Plus Checks all the Boxes

After a few months of using ADSelfService Plus, Wanstor's IT team was able to really see an impact in their help desk activity. Haughton went on to say, "ADSelfService Plus has helped with service delivery improvements. We get loads of positive customer reviews and it has improved our productivity." When asked about the cons, Haughton said, "We really like ADSelfServicePlus. There's no negatives!"

Haughton is also happy to talk about how the solution has impacted his team. "ADSelfService Plus gives users a chance to reset their own passwords and we can choose many settings. We like the support we receive, too."

> ADSelfService Plus helped Wanstor hone its productivity. Haughton added, "ADSelfService Plus is really good and it saves us a lot of time."

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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