

AD360 helps CAMH save \$26,000 on password related service desk costs

Company: Centre for Addiction and Mental Health (CAMH) | Industry: Healthcare | Country: Canada

Challenge

Frequent password related calls from users increased the Service Desk cost

Centre for Addiction and Mental Health (CAMH) is Canada's largest mental health and addiction teaching hospital, as well as one of the world's leading research centers in the area of behavioral health. The majority of CAMH's IT services, including assisting users with Active Directory password resets and account unlocks, were outsourced to a Managed Service Provider (MSP), who charged them on a per-call basis. Unfortunately for CAMH, the number of password related calls made to the service desk were too high, and it pushed up the IT management cost.

"Since majority of our IT services are outsourced to a managed service provider, users calling the service desk for Active Directory account assistance comes with a cost per call", said Judy Olivier, Project Manager at CAMH.

Solution

Web-based, Self-Service Password Management

CAMH began searching for a solution that will allow its users to manage their Active Directory passwords on their own. Apart from Self-Service Password Management functionality, the ability to easily customize and rebrand the login pages and an easy to use interface were also important to CAMH. It started evaluating AD360 along with two other self-service solutions.

Although all the three products provided self-service password management capabilities, CAMH picked AD360's end-user password management module because:

- Only AD360 provided the facility to push the GINA extension (for password reset/account unlock from Winlogon screen) from a central console
- A customizable self-update layout with which users can update their contact info
- Simple, easy to use self-service portal that can be completely rebrand



CAMH will be able to save close to \$26,000 a year on service desk calls related to active directory password resets and locked accounts, and will see a return on investment within the first six months of product implementation.

Judy Olivier,
Project Manager at CAMH

The AD360 advantage

Incredibly simple and cost effective deployment, phenomenal support, and an assured ROI

During the evaluation period, CAMH found many aspects of AD360 to their liking including the ease with which they were able to deploy the tool. "The deployment has been incredibly simple and very cost effective", said Judy Olivier.

One major benefit of AD360 that CAMH was extremely happy about is the software's ability to push its "GINA extension" onto users' machines from a central console. The MS GINA extension, which comes bundled with AD360, is a tool that enables users to reset their passwords or unlock accounts from their Windows logon screen. As a result, CAMH was able to save additional costs and deployment fees from their MSP.

"For many organizations they can simply use SCCM, ZENworks or GPO to push out the agent. However, at CAMH, our managed services provider would charge us to deploy the agent through our SCCM infrastructure," noted Judy Olivier. "Having the ability to deploy the client from the console without assistance from our services provider has saved CAMH additional costs in project and deployment fees from the managed services provider."

Additionally, the technical support provided by the AD360's support personnel and the fact that it was covered in the overall product cost impressed CAMH very much. "The technical support I received from AD360 during the evaluation phase was phenomenal. Compared to 2 other products we were evaluating, AD360 was far ahead of the others in terms of professionalism, product knowledge and responsiveness to questions", said Judy.

Result:

CAMH to save \$26000 on password related service desk calls thanks to AD360

After rolling out AD360 to the end-users, CAMH realized the benefits right away. Users enrolled with AD360 and started using the tool for password reset and account unlock. The feedback from users assured CAMH that they have made the right decision. "Users have commented on how easy the enrollment process is as well as the reset/unlock tasks. Very straight forward and simple," said Judy.

She added, "CAMH will be able to save close to \$26,000 a year on service desk calls related to active directory password resets and locked accounts, and will see a return on investment within the first six months of product implementation".

About AD360

AD360 is an integrated identity and access management (IAM) solution for managing user identities, governing access to resources, enforcing security, and ensuring compliance. From user provisioning, self-service password management, and Active Directory change monitoring, to single sign-on (SSO) for enterprise applications, AD360 helps you perform all your IAM tasks with a simple, easy-to-use interface.

AD360 provides all these functionalities for Windows Active Directory, Exchange Servers, and Office 365. With AD360, you can just choose the modules you need and start addressing IAM challenges across on-premises, cloud, and hybrid environments from within a single console.

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