

AD360 helps Wanstor improve its help desk productivity

Company: Wanstor | Industry: Information Technology | Country: London, England

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 Houghton, 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 Houghton and his team decided to start shopping around for password self-service products before narrowing down on AD360's end-user password management module.

AD360 checks all the boxes

After a few months of using AD360, Wanstor's IT team was able to really see an impact in their help desk activity. Houghton went on to say,

"AD360 has helped with service delivery improvements. We get loads of positive customer reviews and it has improved our productivity. "

When asked about the cons, Houghton said, "We really like AD360. There's no negatives!"

Houghton is also happy to talk about how the solution has impacted his team. "AD360 gives users a chance to reset their own passwords and we can choose many settings. We like the support we receive, too."

AD360 helped Wanstor hone its productivity. Houghton added, "AD360 is really good and it saves us a lot of time."

In addition to the end-user password management module, Wanstor used AD management module to take care of all their AD management and reporting needs. This helped Wanstor to efficiently manage it's employee accounts and generate reports with the help of over 150 complete and comprehensive pre-installed reports for its Active Directory infrastructure.

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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