

# AD360 helps Acuative's IT department simplify password management with its self-service module

Company: Acuative

Industry: Networking technology

Country: United Kingdom

## About Acuative

Acuative has been providing networking technology solutions worldwide for over 34 years. Acuative provides solutions ranging from site assessments, cabling, and logistics, to on-site maintenance, and even offers managed solutions in virtual networks, infrastructure, and software-defined WAN.

## Business Challenge

With over 500 employees to manage, Acuative's IT department found it challenging to efficiently track end-user activity and handle multiple password reset requests. Laura Sas, a system administrator at Acuative, and her team were looking for products that would help them reduce the number of password reset requests they had to handle. They were also on the lookout for a way to audit and generate reports on user activity.

## AD360 Fits the Bill Perfectly

After hunting for a self-service password reset tool for some time, Sas decided to give AD360, the self-service password management module of AD360, a chance. Once she got in touch with AD360's sales team and evaluated the solution via a personalized demo, there was no turning back for her.

When asked what prompted her to decide in favor of AD360, Sas said,

" I've always experienced the best professional services from sales, demos, and product setup through team ManageEngine! "

When asked if she had any difficulties in using the product, Sas said, "Use of the product is amazingly simple and very intuitive." Sas also added that after using the product for six months, "I don't have any negative thoughts at this time. No issues with the product. I can't note any cons as you cannot get better customer service like theirs with too many companies anymore."

When we asked whether she thought the price of the solution is fair, Sas said, "We already have four ManageEngine products to date, which we use quite extensively for reporting and auditing. Can't beat it for the price! Not one of those 'too good to be true' situations at all!"

Apart from using the end-user password management module of AD360, the administrators also use two other AD360 modules: ADAudit Plus, the AD auditing module, and ADManager Plus, the AD management module. Using these modules, Acumatica was able to manage their employees' user accounts easily by monitoring user activities in real-time and generate instant reports at the click of a button.

## 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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