

# AD360 Helps Community Bank Improve Technicians' Efficiency

Company: Community Bank, N.A. | Industry: Financial services | Country: USA

## About the Company

Community Bank, N.A.'s roots can be traced back to 1866, when its predecessor, St. Lawrence County National Bank, was chartered. The bank then expanded into the Northern Tier, Southern Tier, Western New York, Pennsylvania, Vermont, and Western Massachusetts. Today, Community Bank has more than 3,000 employees and is a wholly owned national banking subsidiary of Community Bank System, Inc.

## Business Challenge

Hillary Lee, the assistant IT manager for the technology support department at Community Bank, understood it was inefficient to have the bank's technicians respond to password service requests manually. Apart from increasing the workload of technicians, that process also stalled time-critical work for employees. Nonetheless, the IT team sought to end their password service ticket woes, and selected ManageEngine's AD360 for its solution.

## AD360 proves to be a catalyst for efficiency

With simple configurations and ready-to-use features, Lee and team implemented and began using AD360's end-user password management module, ADSelfService Plus, at Community Bank in no time. We checked in with Lee to see how the solution was working out.

"It's been about two to three years since we began using AD360," Lee said. "AD360 has decreased the amount of time that we have spent unlocking user accounts and resetting user passwords." When asked how the solution has helped her organization reduce the amount of password service tickets sent to the help desk, Lee said, "The constant flow of that in the IT field is inevitable. AD360 has really cut down on that for us."

When asked if the solution was user-friendly, Lee offered, without hesitation: "It does not take too much time for end users when they can just read the screen and perform a self-service password reset on their own. They do not have to worry about bugging us, or waiting to get their ticket or call answered."

Lee summarized Community Bank's experience this way: "Using AD360 has made our support technicians more efficient by helping reduce the number of password reset tickets and related tasks they need to resolve. They can focus their time and effort on other support tasks. Our users can now handle self-service password resets on their own." This proves, beyond a doubt, that AD360 continually benefits Community Bank.

Apart from using the end-user password management module of AD360, the administrators also uses two other AD360 modules: ADAudit Plus, the AD auditing module, and ADManager Plus, the AD management module. Using these modules, Community Bank 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.

\$ Get Quote

↓ Download