

Swizznet deploys AD360 to effectively tackle password-related support tickets

Company: Swizznet

Industry: E-Business/Services

Country: California/Seattle

About the company

Swizznet is a company authorized by Intuit to host QuickBooks in the cloud. Swizznet uses the latest Citrix cloud computing and most of its customers are drawn from the small and medium-sized enterprise segments.

Business Challenge

Swizznet set up a 24*7 help desk to cater to its large customer base. The help desk was designed as a one-stop shop to tackle the technical difficulties that customers faced with their online solutions. What Swizznet did not anticipate was the kind of support calls they would receive. Many of the support calls were either on forgotten or expired passwords. This affected the help desk team's productivity because it spent most of the time solving trivial issues.

Solution

Swizznet looked for a solution that will help its help desk team tackle tickets effectively and easily. The team evaluated AD360's end-user password management module, ADSelfService Plus, and found it most flexible and affordable among the other products on the market.



AD360 has reduced our support tickets and calls by 100 per week, saving a ton of staff hours. The solution was very easy to deploy. We were up and running within 2 weeks. We love your product and are evaluating your other solutions as well.

Kristin Callan,

Chief Operating Officer, Swizznet

After deploying the solution, Swizznet was able to reduce the support calls drastically, saving several staff hours. The company naturally steered towards increased productivity and better customer satisfaction.

Upon seeing how impressive the password management module performed, Swizznet started using the AD management module of AD360. Unsurprisingly, the AD management of AD360 made life multiple folds easier for Swizznet's administrators.

Swizznet's chief operating officer was quite happy with the difference AD360 made to the company. He was impressed with the support team's quick and prompt response. The deployment process was simple unlike other solutions and took very little time to set up. Overall, he felt AD360 was a worthy investment.

Benefits of AD360

- Update personal information on AD
- Reduce critical password tickets
- Notify users via email or SMS of their soon-to-expire passwords
- Minimize help desk time and workload
- Verifies identity via SMS or email-based and two-factor authentication
- Generate user list and account status reports
- Address identity management password challenges using self service

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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