Downers Grove Park District
reduces account unlocks with AD360

Company: **Downers Grove Park District** | Industry: **Recreation** | Country: **Downers Grove, Illinois**

About the company

Located in the village of Downers Grove in DuPage County, Illinois, Downers Grove Park District was established in 1946 when a group of citizens expressed their desire for a park and recreation system to serve Downers Grove village residents. Downers Grove Park District's mission is to enrich the community by preserving natural areas and by maintaining exceptional parks and facilities that inspire memorable experiences. Now, with over 600 acres of parks and facilities, Downers Grove Park District has won many prestigious awards and takes pride in its ability to provide high quality recreational experiences and facilities to the community.

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Matthew Slocum,
IT technician at Downers Grove Park District

The business challenge

Saying goodbye to 30 minute wait times for account unlocks
Downers Grove Park District employs over 500 people and is one of the top recreational centers in all of Illinois. Like any large organization, account lockout issues created a major headache for Downers Grove Parks District's IT help desk. Users forgetting their passwords, getting locked out of their own systems, and calling the help desk for assistance became an everyday occurrence. On average, it took their help desk technicians around 30 minutes to respond to each password reset and account unlock ticket. This was a huge blow to the productivity levels of both its help desk personnel and its employees.

The solution

ManageEngine AD360

Downers Grove Park District was on the hunt for a self-service password reset and account unlock solution that would empower users to manage their accounts on their own, saving them time and effort. Since Downers Grove Park District was already a ManageEngine customer, they had an easy time finding what they needed in the ManageEngine product catalog. They came across AD360's integrated password self-service and single sign-on solution for Active Directory—and found it to be the panacea for its password troubles.

As Matthew Slocum, IT technician at Downers Grove Park District stated, "The account unlock feature—which gives users the ability to unlock themselves—prompted us to buy AD360."

The AD360 advantage

The self-service account unlock feature was the deciding factor that swayed the result in favor of AD360. This feature effectively solved Downers Grove Park District's frequent user account lockout issues. With AD360 in action, they witnessed a drastic reduction in the number of account unlock and password reset tickets.

Slocum explained, "AD360 provides a faster way for users to unlock their accounts instead of waiting the 30 minutes for the system to unlock them," resulting in less downtime, higher employee productivity, and improved customer satisfaction. He also added, "AD360 deployment was simple and cost effective."

Besides using the password self-service and single sign-on module of AD360 , Downers Grove Park District also used AD360's Active Directory change auditing and reporting module to ensure critical resources in the network like the domain controllers are audited, monitored and reported.

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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