

AD360 eases end-user password management for Govt. of Nashville

Company: Govt. of Nashville | Industry: Telecom | Country: Tennessee

About the company

The Information Technology Services (ITS) of the Metropolitan Government of Nashville and Davidson County provides technology solutions 24*7 to enable internal communication within the governmental departments and also with the general public.

Business challenge

Government of Nashville's ITS deployed a password manager to make the system flexible. Unfortunately, the deployed system did not satisfy their requirements. It did not notify users about expiring passwords, didn't have a standard user verification system and had a GUI that was hard to follow. This resulted in increased support requests and frustrated administrators.

The AD360 advantage

While exploring options to fix their problems, they were introduced to AD360 which addressed all their concerns. AD360 was easily the winning option given its secure Password management system and user-friendly GUI. Choosing AD360 to take care of their password management needs was a win-win situation for the organizations. Using AD360 helped the ITS department in numerous ways. The following are a few key reasons why AD360 was an obvious choice:

- **Effectiveness in reducing password reset tickets:** Users can change passwords without IT assistance. Drastic reduction in password related support calls.

- **User-friendly GUI & Secure Authentication:** GUI is designed in a user-friendly fashion. Secure identity Verification via SMS/E-mail based two-factor authentication.
- **Password management for Mac:** Mac login agents are pushed to the Mac systems in the domain. This allows Mac users to reset passwords/unlock accounts from a web console or even from the OS X login screen.
- **Password management for Google Apps:** Password management for Google Apps now for cloud applications such as Google Apps too! It extends Windows AD password policies to Google Apps and other connected enterprise applications ensuring better security
- **Pocket-friendly pricing:** Effective password management solution and an affordable one too!

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 management module. Using these modules, the ITS department of the Metropolitan Government of Nashville and Davidson County 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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