Sutton boosts its helpdesk's productivity using AD360

Company: **Sutton Group** | Industry: **Manufacturing** | Country: **New Zealand**

About the company

Sutton Group is a supplier of packaging equipment and engineering amenities to food processing industries. They also provide consulting services to mechanical and electrical machinery solutions. They offer their products and services to customers around the world.

Business challenge

Their primary challenge was to reduce the burden on the helpdesk as the traffic on account based support calls were high. Moreover, those in night shifts could not avail the IT support services as they didn't cover non-core business hours. Sutton Group deployed AD360's end-user password management module that brought about a noticeable reduction in the support calls. They received positive feedback about AD360's password management capability from their staff.

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 Sutton in numerous ways. The following are a few key reasons why AD360 was an obvious choice for the Sutton Group:

- **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 Sutton Group 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