ManageEngine AD360

CASE STUDY

WorkPlaceLive Cuts Support Costs with AD360

Company: **Workplacelive** | Industry: **Information Technology** | Country: **Croydon, England**

About WorkPlaceLive

WorkPlaceLive was established in 1996 to provide traditional IT support to local businesses and charities. It provides organizations with enterprise-level IT, responsive and friendly support, consultancy solutions, hosted telephony services, and more. WorkPlaceLive provides customers with a seamless solution for all of their IT and telephony needs. Organizations can choose a single service or bundle multiple services together to create a tailor-made solution that meets their specific requirements.

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AD360 has helped increased our productivity." When asked what he thought about AD360, he said "AD360 is excellent, reliable, and support—if you need it—is great.

Business Challenge

Since WorkPlaceLive provides IT and telephony solutions, its staff has to be available 24/7 for customers. Andy Doe, an infrastructure engineer at WorkPlaceLive, and his team noticed that the majority of the support staff's time was going to servicing password-related tickets. They were looking for ways to automate the process through a self-service solution so they could free themselves from the password-related ticket loop to focus on more pressing tasks instead. After some research, they decided on AD360's end-user password management module for their password automation.

AD360 is a big hit

With simple installation and easy configurations, Doe had AD360 up and running in no time. AD360 was working its magic as soon as it was deployed. Doe said,

When asked about how the solution has directly impacted his team, Doe said, "AD360 allows users to manage their own AD experience without the need for the service desk to get involved in day-to-day tasks such as password resets." Consequently, that's given the support team more time to focus on other critical tasks.

When asked about the negatives of the product, Doe said, "There's nothing really! In the beginning AD360 was a little slow but a VM upgrade and some minor changes made by the support guys fixed it." AD360 has been a great advantage for WorkPlaceLive ever since.

Besides relieving its service desk from wasting valuable time and resources on trivial tasks such as password resets, AD360 helped also helped WorkPlaceLive to keep a close eye on its critical network resources. Using AD360's auditing and reporting module, the company was able to audit its Active Directory environment and schedule reports on AD object changes with the help of 200+ schedulable pre-configured audit reports.

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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