

A 1200+ sighs of relief for the IT department at City of Grand Rapids with 'Password Self Service' by AD360

Company: City of Grand Rapids | Industry: Administration | Country: Michigan, U.S.A

About the company

City of Grand Rapids oversees the administration of Grand Rapids, a city in the U.S and the second largest city in the state of Michigan, located on the banks of the Grand River, also known as 'Furniture City'. The city has the highest number per capita of buildings that comply with the standards set by the U.S. Green Building Council.

Grand Rapids is known for its 'Big-city excitement and natural splendor!' Through several Green development projects, the City of Grand Rapids has managed to strike a harmonious balance between two contrasting qualities - cultural sophistication and small-town warmth! Besides being the proud orchestrator of this 'near-perfect environmental fusion', the 1200-strong city administration 'City of Grand Rapids' also bridges the divide of lack of information, by making it accessible online and promoting it for the benefit of residents, travelers and curious alike!



We chose ManageEngine AD360, because it provided the much needed 'password self service' tool at the right price, crucial for our 24/7 city administration. The deployment is extremely simple, and very cost effective, and we have had some very good success with the product.

Jason Poort,
Systems Engineer.

Business Needs

'City of Grand Rapids' wanted a web based self-service solution that paved way for the 1200-strong administration team to manage their account unlocks from their desktops. Incidents where users locked down their accounts were so commonplace and frequent, that Grand Rapid's IT department found themselves spending a major portion of their business day "unlocking accounts" - a secure account unlock system had become a paramount need! In addition to this,

Solution

AD360 with its web based password self service solution, empowered the employees in password management and account update, without the need for Helpdesk's aid:

- Self Reset Password / Unlock accounts without Helpdesk.
- Users Update/Modify personal info in Active Directory real-time, i.e. continuous update of data by all the users in the domain.

Needless to say, administering an economically diverse 1 million community is an uphill task, without the need for added stress of 'locked out accounts', sparking tension and crippling critical duties.

AD360's end-user password management module provides a platform for password reset self-serve, by allowing users to formulate alternate identity markers 'security question and answers' and authenticate using the set identity markers. The solution helped to lessen the pressure on the on-call personnel. AD360 has a host of features that are vigil upon the software installation in order to ward off unwarranted threats. An administrator on the other hand can make avail of the many security features and enforce them for a more enhanced security. Despite providing all these measures, the product is simple, because at the end - it is all about end-user self-service.

Dazzled by the impressive performance of the end-user password management module, the company also deployed the Active Directory management and reporting module of AD360. Using this module they were able to perform mundane Active Directory management tasks effortlessly.

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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