



**ManageEngine
ADSelfService Plus
helps resolve account
lockout problems for
Morey's Seafood International LLC**

“We were spending too much effort on resetting passwords. ADSelfService Plus offered a solution that helps reduce that time, and we can see it helping more as we educate users.”

- Kevin Becklin,

IT Director, Morey's Seafood International LLC

About the Company

Morey's Seafood International LLC launched in 1964, is a leading seafood products manufacturer. They produce high-quality fish and seafood products that are marketed and distributed to retail and food service clientele countrywide. They have two distribution locations that supply a full line of fresh, frozen, and prepared seafood.

Business Challenge

As a countrywide player, Morey's distributes its products to many retailers. The company has set up an extranet connection that lets retailers log into their network to keep track of all the business transactions. Often, the retailers had problems logging into Morey's network either due to expired accounts or forgotten passwords. In the fast moving consumer goods industry, even a few hours of downtime can have a major impact on productivity and lead to huge losses. To counter that risk, Morey's began its search for a self-service password manager.



Solution

Morey's evaluated many password manager solutions and concluded that ManageEngine ADSelfService Plus is ideal for their organization. With the self-service password reset and account unlock feature, retailers and employees no longer needed to depend on help desk technicians to resolve password related issues. The user-friendly interface and the simple deployment process of ADSelfService Plus won praise during evaluation.



Benefits of ADSelfService Plus

- Update personal information on AD
- Reduce critical password tickets
- Notify users via email or SMS of their soon-to-expire passwords
- Minimize help desk time and workload
- Identity verification via SMS or email and two-factor authentication
- Generate user list and account status reports
- Address identity management password challenges using self service



About ADSelfService Plus

ManageEngine ADSelfService Plus is a secure, web-based password reset solution for domain users to reset passwords, unlock accounts, and update personal details in Active Directory. It automates password resets and account unlocks, eliminating the leading reasons for help desk call.

About ManageEngine

ManageEngine provides a suite of powerful Enterprise Management products, including network utilization, performance, security, helpdesk management, email archive management and real-time QoS management among others, aimed at making your business more effective and efficient. With a wide array of products that can be easily integrated, enterprise wide optimization is easily possible. Complementary products provide users with the ability to choose and incorporate features that they need à la carte.