'Password Self Service' by ManageEngine AD360 helps CIMTAS save time. Eliminates non-value adding activities of IT staff.

Company: **CIMTAS** | Industry: **Engineering** | Location: **Turkey**

About the company

CIMTAS is an engineering, fabrication and erection company with global coverage incorporated in 1973 in Turkey, as a fully owned subsidiary of the world leading contractor ENKA. CIMTAS engineers and fabricates to ISO, ASME, CE requirements Pressure Vessels and Heat Exchangers, HRSG's, Storage Tanks, Power and Process Pipe Spools, Wind Towers, Bridges, other Steel Structures and assembles Process Skids.

With its advanced manufacturing technologies, information and b2b systems dedication to Kaizen and Six Sigma like continuous improvement tools, commitment to Zero Accident Safety Policy, special emphasis on Customer Satisfaction, ideally located subsidiaries and valuable references, CIMTAS is a World Class One-Stop Global Shopping basis aiming to become 'Best-in-Class'.

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> **Erdem Aksoy,**
> Chief ITSM

Business Needs

CIMTAS fabrication activities are carried out at Gemlik Works, Gemlik Pipe Shop in Turkey and Ningbo Shop in China, which are all equipped with the latest technology. With a workforce that is spread across the world, issues related to forgotten passwords and locked out accounts became a perennial problem for their IT staff. The routine helpdesk calls for password reset and account unlock were taking a toll on them.

"Resetting passwords was a non-value activity for IT", said Erdem Aksoy, Chief ITSM at CIMTAS Group. But, CIMTAS's IT staff were spending a lot of time on such non-value adding activities.

Why AD360 was chosen?

AD360 offered the perfect solution to CIMTAS. By giving the power of self-service to end-users, IT staff at CIMTAS are no longer burdened with non-value adding activities.

With its highly secure, web-based, self-service password reset and account unlock option AD360 was able to reduce one of the main source of helpdesk tickets. The employee self-update feature, which allows end-users to self-update their personal information in Active Directory, came as a huge relief for the IT staff, as they no longer have to spend endless hours on collecting and updating employees' profile details in Active Directory.

Apart from the rich feature set, the web-based intuitive UI, ease of use and the cost-effective pricing model were the other key highlights that made choosing AD360 a no-brainer for CIMTAS.

In addition to the end-user password management module, CIMTAS used AD management module to take care of all their AD management and reporting needs. This helped CIMTAS to efficiently manage it's employee accounts and generate reports with the help of over 150 complete and comprehensive pre-installed reports for its Active Directory infrastructure.

Result

Deploying AD360 has had a profound impact on the IT staff of CIMTAS. They are no longer spending any time on non-value adding activities such as password reset and employee directory update. "IT is not spending time on resetting passwords and changing personal details on AD anymore. It's taken care by AD360 now", beamed Erdem Aksoy, Chief ITSM at CIMTAS Group. AD360 has not only improved employee productivity, but also reduced helpdesk cost associated with non-value adding activities at CIMTAS.

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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