Hirsch Pipe & Supply tackles support burnout using AD360

Company: **Hirsch Pipe & Supply** | Industry: **Plumbing and hardware** | Country: **USA**

About the company

Wholesale distributor of plumbing supplies Hirsch Pipe & Supply Company has been serving clients in Southern California since 1933. As of today, Hirsch Pipe & Supply has 18 store locations and both a national and international sales team that services contractors and other wholesalers throughout the U.S. and the Pacific Rim.

Business Challenge

Like so many help desks, Edwin Proano and his team of technicians at Hirsch Pipe & Supply were receiving too many mundane tickets about passwords. Proano and his fellow support technicians knew that spending so much of their work hours handling account lockouts and forgotten passwords was wasting their time and the company's money, so they decided to deploy a self-service password reset solution.

The solution

Among the various options Proano considered, the end user password management module of AD360, AD360 emerged as the winner. Once he started rolling out the solution, Proano was happy to find that,

" AD360 was very easy to configure and start using with our employees."

The solution became a big hit as soon as it was deployed; Proano explained, "The self-service password management feature of AD360 has saved our IT support staff many hours of responding to locked out users' accounts and forgotten passwords."

Hirsch Pipe & Supply also has unique requirements since it's a 24/7 business, and Proano is happy with how AD360 has helped with those challenges. "Since we are a 24x7 business, it is especially helpful for employees to help themselves instead of waking up the support person on call," said Proano.

Proano and his team are pleased with how AD360 has kept them out of the password reset loop. "Lower support costs and less burnout from unlocking accounts and resetting passwords" are just two reasons why Proano is happy with the product.

Upon seeing how impressive the password management tool performed, Hirsche Pipe & Supply decided to implement the automated Office 365 auditing and reporting module of AD360, Office365 Manager Plus. This helped Hirsch Pipe & Supply manage, audit and generate reports of their Office 365 environment, all from a single console.

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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