



AUBAY SpA reduces helpdesk calls related to password reset by 100% by implementing ManageEngine ADSelfService Plus

Business Challenge

AUBAY is an integration and technology consultancy group specializing in information and industrial systems, networks and telecommunications, with over 2,700 employees across six countries.

AUBAY's employees often connect to the organization's network remotely to work on collaborative applications. AUBAY has put in place a strong password policy to ensure the security of its users' accounts, such as setting up the Maximum Password age to 90 days. As a result, employees were required to travel to the office to change their passwords before it expires. Moreover, when employees forget their passwords and were left stranded with no access to their accounts, they were forced to call either the helpdesk or communicate temporary passwords through colleagues to restore access.

Helpdesk calls were required to reset the password, which increased the hourly cost of helpdesk

Piergiuseppe Delfino,
CIO at AUBAY SpA,
Italy.



Solution

AUBAY started looking for a self-service solution that will allow its employees to change or reset their passwords from anywhere, anytime and from any device. They came across ManageEngine ADSelfService Plus, the web-based, self-service password management software.

ADSelfService Plus's multiple enrollment options allowed the users to register with the service easily from the web. Also, the support for Italian language highly impressed AUBAY and ADSelfService Plus proved to be the perfect solution for their password related issues.

Why ADSelfService Plus was chosen?

ADSelfService Plus proved to be the right choice for AUBAY. Its web-based, self-service password management solved the problem of forgotten passwords and password expiry for remote users.

With the Password Expiry Notification feature, users were able to receive reminders of their expiring passwords through e-mail, which allowed them to change their passwords on time. The Password Reset/Account Unlock feature allowed users to reset their forgotten passwords and unlock locked-out accounts without calling the helpdesk.

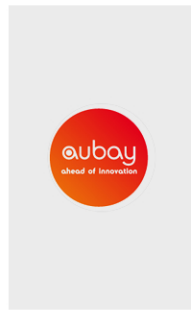
This reduced the number of calls made to the helpdesk and allowed AUBAY to better distribute the hourly costs associated with such calls. **"Now users do not have to travel to the office to perform Active Directory Password Reset. Helpdesk calls related to password reset have been reduced by 100%",** said Piergiuseppe Delfino

Apart from the rich feature set, support for Italian language was also one of the decisive factors that favored the adoption of ADSelfService Plus.

Result

AUBAY deployed ADSelfService Plus and immediately realized the benefits of its self-service password management feature. ADSelfService Plus is now used by over 600 employees of AUBAY in Italy. Helpdesk calls related to password reset and account unlock dropped by 100%. Users are able to change their passwords at anytime and from anywhere, which allows them uninterrupted access to AUBAY's collaborative applications. **"Good product, fast, immediate implementation and real ROI on working hours and not hypothetical",** said Piergiuseppe Delfino. ADSelfService Plus proved to be the perfect IT Self-Service tool for AUBAY.

About the Customer



AUBAY is an integration and technology consultancy group specializing in information and industrial systems, networks and telecommunications, with over 2,700 employees across six countries (France, Belgium, Spain, Portugal, Italy and Luxembourg).

Founded in 1997, The AUBAY Group has completed its transformation from a multi-specialist position to a global player, and became a partner over the long term for its major clients and partners. Thanks to the development of high value-added service lines and a regular growth, AUBAY is now ranked among the top 10 suppliers for its leading customers.

About ADSelfService Plus



ManageEngine ADSelfService Plus is a secure, web-based password reset program for domain users to perform self-password reset, self-account unlock and self-update of personal details in Active Directory. It helps on a large scale to eliminate the leading source of helpdesk calls and associated expenses by automating password resets and account unlocks thereby optimizing employee productivity. Learn more about ADSelfService Plus from our website.

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 a la' carte!