

# ADSelfService Plus helps Maldon District Council's support team improve its productivity

## About the Company

The Maldon District Council governs the town of Maldon in Essex, England. Formed on April 1, 1974 under the Local Government Act 1972, the district now covers an area of 358.78 km<sup>2</sup>. The council takes care of a wide range of services for its residents, from healthcare to waste collection.

## Business Challenges

Being a government organization, Maldon District Council's support staff is always occupied with critical tasks—at times, so occupied that council members have to wait some time for their accounts to be unlocked. The support team also has to maintain Active Directory (AD) data for end users, but manually updating all these details was becoming too much to handle.

When asked about the challenges his team was facing, IT team leader at Maldon District Council Simon Mitchell said, "We faced account lockouts that needed a password reset when the support desk was not manned. The IT team also had to maintain Active Directory fields for the end users."

To lighten the burden on the support team's shoulders, Mitchell and his team decided to implement a password self-service solution to give end users the capability to easily perform certain tasks like unlocking their accounts or maintaining AD data. After shopping around for a suitable option, Mitchell's team ultimately decided to go with ADSelfService Plus. According to Mitchell, ADSelfService Plus' "functionality and cost-effectiveness" made up his mind.

## ADSelfService Plus Hits the Mark

In terms of the initial setup, Mitchell said, "The deployment was simple and cost-effective. The technical support provided by the support team was also very helpful."

When asked about the changes he observed after deploying ADSelfService Plus, Mitchell said, "Our IT team is now free to work on more productive issues, and users are able to continue working at times that were previously unsupported."



## ManageEngine ADSelfService Plus

ADSelfService Plus is an integrated Active Directory self-service password management and single sign-on (SSO) solution. It offers password self-service, password expiration reminders, a self-service directory updater, a multi-platform password synchronizer, and SSO for cloud applications. ADSelfService Plus supports IT help desks by reducing password reset tickets and spares end users the frustration caused by downtime. please visit [www.manageengine.com/products/self-service-password](http://www.manageengine.com/products/self-service-password).

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