

KNOW HOW UNISOURCE WORLDWIDE INC IMPROVED HELPDESK PRODUCTIVITY WITH ADSELFERVICE PLUS

#1

Hi, This is Franco from
Unisource Worldwide inc



#2

Bringing you the
story of our HELPDESK



#3

Password resets &
account unlocks-
Everyone thinks it's the
easiest issue to
resolve



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We receive
endless calls
everyday



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But each
call takes 10-15
minutes



#6

Which includes time spent on verifying user's identity

The search in AD

and the actual time to reset Password/unlock the account

We were having a hard time.



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Then we decided to try ADSelfService Plus



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POST
ADSELFERVICE PLUS

#9

Our employees could unlock their own accounts - reset their own passwords



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Helpdesk could do more in less time with the tool. Productivity improved



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Huge cost savings were associated with the software

#12



Also, our employees felt self-sufficient and empowered



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OUR FAVORITE IS

#14

THE "SOON TO EXPIRE"
NOTIFICATIONS FEATURE



#15



HELPS NOTIFY USERS
ABOUT EXPIRING
PASSWORDS WELL
IN ADVANCE



#16

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IN BUSINESS



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