How AD360 freed NetSource One's support staff from the password reset loop

Company: **NetSource One** | Industry: **Information Technology** | Country: **Michigan, USA**

About NetSource One

NetSource One is a total technology solution provider based in Saginaw, Michigan. Founded in 1999 with clients in the Great Lakes Bay Region, NetSource One now serves over 1,000 customers throughout Michigan and the surrounding states. Organizations in healthcare, finance, government, education, law, manufacturing, distribution, and a variety of other industries—along with a diverse group of small businesses—all count on NetSource One. The company now has more than 60 employees providing technical services for its customers as well as sales and administrative services for its staff.

Business Challenge

Marc Lehto, senior systems engineer at NetSource One, and his team were struggling to handle all the password-related tickets coming their way. They found it especially challenging to reset the passwords of those employees who had field jobs and hardly ever connected to the office network. With limited support staff, Lehto couldn't afford to have his team's time eaten up by password requests. Lehto and his team decided to implement a solution that would free administrators from the password reset loop and enable end users to take care of their passwords even while away from the office network.

AD360 hits the bullseye

Once Lehto implemented AD360's end-user password management module, his team was able to drastically reduce the number of password-related service tickets.

Originally, they were just looking for a self-service password reset solution but were pleased to find that AD360 also supported self-account unlock. When asked about the solution, Lehto said, "AD360 works great for unlocking accounts and resetting passwords."

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Since NetSource One has just 60 employees and AD360's password management module is free for 50 users, Lehto and his team are able to enjoy the benefits of the solution for a very low cost. Lehto said he likes that "AD360's password management module is free for up to 50 users, has a free trial, and is easy to set up."

Lehto added, "This is a great solution for those field users that never get into the office or have a domain-joined PC. They can reset their password from a webpage in the solution's mobile app." All this confirms that AD360 hit the bullseye in solving NetSource One's password reset troubles.

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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