Technology Solutions reduces user account management workload for its MSP clients by 50% with ManageEngine

About Technology Solutions

Technology Solutions, a managed service provider based in Melbourne, Australia, is a provider of customized technology solutions to optimize the business needs of its customers. Its portfolio of IT infrastructure solutions and applications extends to clients across Australia, including Sydney and Brisbane. The company has a strong in-house team to manage complex IT services. With over 25 years in the business as a successful MSP, Technology Solutions specializes in offering tailor-made solutions regardless of its clients' industry profiles or complexity. Some of its many services include setting up infrastructure and maintenance, support services, consulting and internet solutions, and end-to-end software development solutions.

Technology Solutions

Headquarters
Melbourne, Australia

Industry
IT services provider

Company size
5-10 employees

Years in the business
29 years

Product in focus

ManageEngine
ADSelfService Plus

Know more

Key highlights

Cuts back 50% of the user account management workload

Quick and responsive support service

Affordable price point

How did Technology Solutions onboard ManageEngine ADSelfService Plus?

In the IT landscape, it's critical to be aware of what's happening throughout the entire IT infrastructure. To stay protected, endpoints, IT technicians, administrators, servers, and any potential IT resources must be properly monitored.

Some time back, Technology Solutions tended to one of its clients who was in the process of getting some compliance procedures in place. During the process, self-service was one of the compliance mandate requirements, wherein the client's users needed to be able to handle password expiration requests and basic user self-service capabilities on their own.

With this in mind, Technology Solutions, being an MSP, reached out to multiple vendors for a solution that focused on simplifying self-service for its clients. ManageEngine ADSelfService Plus checked all the boxes, providing all the capabilities Technology Solutions needed.

User account management made easy with ManageEngine

A simple password reset request can turn into an expensive incident if left unattended. Users access data via their credentials, so if a user suspects their account is compromised and requests a password reset, every second the reset request is delayed is another second longer an attacker can carry out fraudulent activities within the system. ADSelfService Plus helps users handle password resets and account lockouts regardless of their location or mode of work. MFA, SSO, and other user account management capabilities enable users to manage such tasks without having to depend on a help desk technician. This, in turn, contributes to increased ROI and efficiency without any delays during their workday.

Technology Solutions decided on ADSelfService Plus due to a number of key aspects. Technology Solutions needed to quickly fill the self-service requirement from its client and needed a highly responsive vendor that could help meet this requirement immediately. The tech support at ManageEngine understood the urgency and planned the deployment accordingly.

Shahbaz Sarwar, services manager at Technology Solutions, also added that ADSelfService Plus has cut down user account management tasks by more than 50%, particularly routine tasks like password changes, lockouts, and expirations.

"Previously, the user might call us by saying that a password has expired and the technician had to go and set things right; now the user can themselves work on password expiry, account lockouts, etc. This has reduced more than 50% of calls and time related to account management."

Shahbaz Sarwar
Services manager, Technology Solutions

Technology Solutions' experience with ManageEngine

Without much back-and-forth, a comprehensive and transparent demo of the product gained the confidence of Technology Solutions. Having witnessed the product's ease of use for over a year, it has further been deployed for other MSP clients. Shahbaz Sarwar, services manager at Technology Solutions, reflects on his experience with ADSelfService Plus as "sweet, simple, and easy to use."

> "There were other complicated [products], costly ones, and maybe having more fancy features, I don't know about that. But to do what we need [ManageEngine ADSelfService Plus] is doing the job."
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> **Shahbaz Sarwar**
> Services manager, Technology Solutions

When asked about the reason behind choosing ManageEngine despite other options, Sarwar underlined the demo experience, saying that he didn't have to wait long hours for support assistance, as ManageEngine's support team was quick and full of knowledgeable technicians.

Apart from the solution insights, he also added a few words about his liking for ManageEngine's webinars. "They were not product-focused but rather spoke largely about the technology trends in the market, offering a broader market perspective," he said.

Sarwar wrapped up his experience with ManageEngine, describing it as **"Excellent."**

About ManageEngine

ManageEngine is a division of Zoho Corporation and a leading provider of IT management solutions for organisations across the world. With a powerful, flexible, and AI-powered digital enterprise management platform, we help businesses get their work done from anywhere and everywhere—better, safer, and faster. To learn more, visit

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