aws marketplace

ManageEngine ADSelfService Plus

Reviews, tips, and advice from real users

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Product Recap

ManageEngine ADSelfService Plus

ManageEngine ADSelfService Plus Recap

ManageEngine ADSelfService Plus provides multi-factor authentication and user self-service capabilities, enhancing security with integrations like Microsoft and Google, while allowing remote mobile access for password management.

ManageEngine ADSelfService Plus enables organizations to streamline password management by offering self-service options that reduce the need for password resets, thus minimizing IT tickets. Remote users can change credentials via mobile, ensuring synchronization between Active Directory and local passwords. Multi-factor authentication on Windows enhances security. This tool assists in efficient account management by allowing users to reset passwords, unlock accounts, and adhere to password policies. It is designed for enterprises handling a large number of user accounts.

What are the key features of ManageEngine ADSelfService Plus?

- Multi-factor Authentication: Enhances security with methods like Microsoft and Google.
- Self-Service Password Management: Users can manage passwords, reducing reset tickets.
- Mobile Access: Allows password changes and account management on mobile devices.
- Account Unlock: Users can unlock accounts without admin assistance.
- Password Synchronization: Ensures AD and local password synchronization.

What are the benefits to look for in ManageEngine ADSelfService Plus reviews?

- Reduced IT Tickets: Self-service reduces password reset requests.
- Enhanced Security: Multi-factor authentication secures accounts.
- Improved Efficiency: Users can manage accounts independently.
- Convenience: Simplifies password management with mobile access.

In industries with extensive user bases, particularly tech and finance, ManageEngine ADSelfService Plus supports password management and multi-factor authentication, integrating with third-party applications for improved security practices. It serves organizations with substantial user counts, like those managing domains with multifactor authentication.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Monitoring is one of the most valuable features for us."

Kimberly Brock

Technical Security Engineer & Data Governance at a computer software company with 51-200 employees

- "The solution provides wide options for multifactor authentication."

Hussein Taha

IT Enterprise System Administrator at Nafeza

- "Due to ransomware and novel threats, we can no longer allow people to gain domain admin access to our servers with only a username and password. With MFA, they must supply a one-time password sent to them via some authenticator, like Microsoft or Google Authenticator. It could be a text message."

William Cochran

Senior Systems Engineer at Accurate Corrosion Control, Inc.

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"One of the most valuable features is the self-service capability. I"

CarlosPerez7

Director of IT at Health Choice Network, Inc.

"It's very simple to manage and implement. Its functions are straightforward. You get all the basic features, such as you get the option to unlock the user account if it is locked. You can enforce password policies, and you also have the option to allow them to reset their passwords if they forget it. These were the basic requirements of my company that we could achieve through this product."

Jasim KP

Senior System & Security Engineer at a insurance company with 51-200 employees

"Having multifactor authentication in Windows machines."

Juan José Chamorro Busto

IT Chief

"The most valuable feature is the ability for remote users to change their login credentials using their mobile devices."

Bill Lamon

Information Technology Manager at B&I Contractors

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What users had to say about valuable features:

"The solution provides wide options for multifactor authentication. It's Microsoft, Google, SMS, OTP and emails. Everything is possible through multifactor authentication, so it's an extra layer of security.."

Hussein Taha
IT Enterprise System Administrator at Nafeza

Read full review

"The most valuable feature is the ability for remote users to change their login credentials using their mobile devices when out of the office. Users are required to changed their passwords on a periodically. Through the use of ADSelfService Gina service, they can change their password through Active Directory while outside their office and have the locally cached password on their laptop/desktop change at the same time. This keeps their AD and locally passwords in sync.

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Bill Lamon
Information Technology Manager at B&I Contractors

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Other Solutions Considered

"We did not use another solution prior to ADSelfService plus. It was part of our change in security posture over the past couple of years. Our struggle was finding a product that could do what we needed to do at our price point.."

Bill Lamon
Information Technology Manager at B&I Contractors

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"We didn't have MFA for our server logins until we adopted ManageEngine. Price was the deciding factor. The economy is in the dumps, so our IT budget's pretty tight. We also needed something that could grow along with our company. If we ever need to enable MFA for all employees, it's already in place and ready to go.."

William Cochran
Senior Systems Engineer at Accurate Corrosion Control, Inc.

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"I evaluated a couple of products. I evaluated Netwrix and a few others. I found ManageEngine to be more feasible for my requirement. I'm not sure if this is the best product, but it suits my requirements.

I was looking for a solution that would work even with workgroup computers. Netwrix only works in a domain environment. You can use this product only if your computer is in a domain. If your computer is in a workgroup, you cannot use this product. I had a requirement for the users whose PCs are in a workgroup, but need to access the services hosted in AWS through Active Directory credentials. I was able to achieve that by using this product.."

Jasim KP

Senior System & Security Engineer at a insurance company with 51-200 employees

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ROI

Real user quotes about their ROI:

"We are seeing a return on investment because we used to spend a lot of time setting up and unlocking accounts for a large number of users. With this solution, we just have to give an orientation and presentation on how to use ManageEngine ADSelfService Plus. Since we started using this solution, the number of tickets has reduced from almost 30% to 45% per month.."

Hussein Taha
IT Enterprise System Administrator at Nafeza

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Use Case

“It's mostly about keeping track of what's going on, such as passwords that are expiring and multiple login failures, and matching those failures with our third-party applications that do external monitoring from a security perspective..”

Kimberly Brock
Technical Security Engineer & Data Governance at a computer software company with 51-200 employees

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“It integrates with ServiceDesk Plus. That's one of the benefits of using this product - most of their suites integrate, making it a one-stop-shop solution. I used it in my previous role, and it was particularly helpful in managing a large number of users, around ten thousand. It helped to reduce our ticket count..”

CarlosPerez7
Director of IT at Health Choice Network, Inc.

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"ADSelfService allows us to add multifactor authentication on our domain admin account. We only use one piece of a fairly extensive feature set. It does a lot of other things, but we're not going to be utilizing them. It is used exclusively for anyone with domain admin rights, which is a handful of service accounts and three administrators. They have to provide an extra one-time password.."

William Cochran
Senior Systems Engineer at Accurate Corrosion Control, Inc.

Read full review

"* Enable users to change/reset their forgotten AD password by themselves.

* Enable users to unlock their AD account by themselves.

* Enforce more restricted password policies for AD users.

* Multi-factor authentication.."

Jasim KP
Senior System & Security Engineer at a insurance company with 51-200 employees

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"The biggest use case is that we needed something to support our password-change policy on mobile devices. It is easy and straightforward for our in-house employees to change their login credentials but it is different for our mobile users. This is in part because some of our mobile users never come back into the office.

The specific challenge that we needed to solve was first providing the ability for mobile users to change passwords on their laptops, but in addition, have those credentials cached so that they could then use them remotely.."

Bill Lamon
Information Technology Manager at B&I Contractors

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"It's straightforward. I just purchased the license from their online portal using my corporate account and used their implementation guide to implement it myself.."

Jasim KP

Senior System & Security Engineer at a insurance company with 51-200 employees

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"The initial setup was easy. The only difficulty is understanding the architecture of the solution for all computers. Implementation takes around two weeks.."

Juan José Chamorro Busto

IT Chief

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“Setting up ADSelfService was pretty straightforward, but it's such a feature-rich product, so it took us a little time to drill down to the things we wanted to do. It was nothing to complain about, and the documentation was superb..”

William Cochran

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Senior Systems Engineer at Accurate Corrosion Control, Inc.

“The implementation is very simple. There are no complex prerequisites, and it is just a simple EXE file. You install it, and it requires a couple of inputs and fields. Once you have filled it in, you just hit next, and the setup starts.

Deployment took less than an hour. Fine-tuning and integration depend on the business scope or needs. We need only one person for deployment and maintenance..”

Hussein Taha

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IT Enterprise System Administrator at Nafeza

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“The initial setup was straightforward. We just debated whether to keep it on the same server or put it on two different servers to get rid of the whole AD 360 interface and have two separate servers. It was just a little debate on how to utilize that.

Moreover, the solution requires just a little maintenance, mainly ensuring that everything is updated accordingly since we have a lot of ManageEngine products. It's important to update them in the right sequence during typical maintenance windows..”

Kimberly Brock

Technical Security Engineer & Data Governance at a computer software company with 51-200 employees

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“My understanding is that the initial setup and working with the configuration is not terribly difficult. It is fairly simple and fairly straightforward. The difficulty was having the software open a VPN through the SonicWALL firewall to create a NetExtender session, then allow the password to be changed on our system and finally cached on the laptop. It is an awesome feature to have but very difficult to set up.

The basic deployment to have the system work internally was easy and quick to do. It was an out-of-the-box solution. On the other hand, getting all of the remote users configured properly took us weeks to do..”

Bill Lamon

Information Technology Manager at B&I Contractors

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Customer Service and Support

“The technical support is hit-or-miss. Sometimes you get somebody who really knows what they are doing and can solve your problem in five minutes. At other times, you get somebody and you can't even understand what they are saying. In cases like this, it takes two or three weeks to resolve the problem.

It is like this with most support systems, so it is not really a surprise.

I have resigned myself to using the chat feature for support. It takes a little bit longer but I can typically get a better answer and a more comprehensive response because I don't have to ask people to repeat themselves. It has worked out better for me, regardless of the increase in the time it takes. Overall, I have had more resolved using chat than with phone calls..”

Bill Lamon
Information Technology Manager at B&I Contractors

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Other Advice

"We can get a certification on the solution. We never had to contact support. It is a simple application. We also use a tool to decrease the number of incidents. I will recommend the tool to others. Overall, I rate the product a nine out of ten.."

Eduardo Justo
IT bp at KDR Corp

Read full review

"If you are looking for a simple password reset solution and want to reduce your help desk calls, this is one of the best products. Your users can log in to the portal and reset their passwords.

I'd rate it a 10 out of 10.."

Jasim KP
Senior System & Security Engineer at a insurance company with 51-200 employees

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"I rate this solution a nine out of ten. In the next release, we want our IT department to stop resetting and unlocking end-user accounts. This will make it the user's responsibility to reset and unlock their account, and it will be easier.

It is a simple solution, and I recommend allowing users to choose suitable multifactor authentication. It will help many users because most of them are unfamiliar with QR codes, and they have a lot of variables and variety, like OTP and SMS messages.."

Hussein Taha
IT Enterprise System Administrator at Nafeza

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"In order to better handle the pushing of updates to our more distant remote employees, I undertook a plan that is not supported by the vendor. I was able to set up a specific VPN connection to my cloud server for each of my remote offices, and then have the employees appear at one of those physical locations in person. Originally, they had to come back to this specific office and use our internal network.

Overall, this product is good if you have the patience to deal with the setup. My advice to anybody who is considering this solution is to first look at the whitepaper and ensure that what you are using for a VPN is compatible with the product. We were lucky in that they support the NetExtender VPN client that comes with SonicWALL. If you don't verify this then you might be disappointed to learn that the software works but it cannot be integrated with your firewall. Essentially, do your due diligence.

I would rate this solution a seven out of ten.."

Bill Lamon
Information Technology Manager at B&I Contractors

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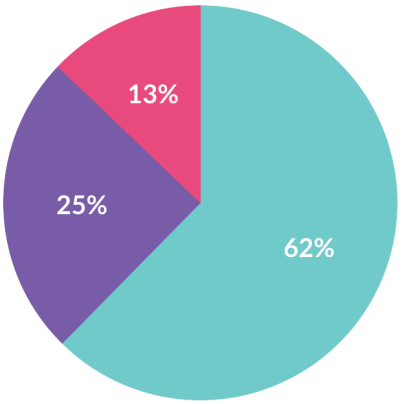

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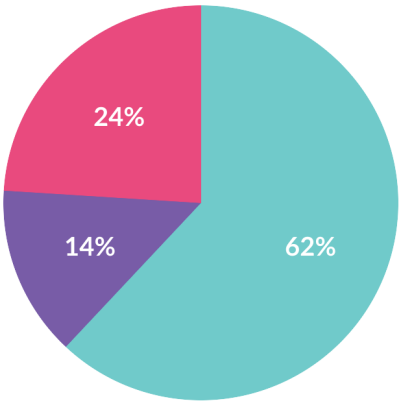

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