

TANDBERG

Customer:

Tandberg

Web Site:www.tandberg.com**Number of Users:** 700**Industry:** Telecom**Solution:**

Identity management

Product:[Password Expiration Notifier](#)**Vendor:**

NetWrix Corporation

Phone: 888-638-9749

Web Site: www.netwrix.com**Customer Profile:**

Tandberg is a leading global provider of telepresence, high-definition videoconferencing and mobile video products and services. Tandberg designs, develops and markets systems and software for video, voice and data. The company provides sales, support and value-added services in more than 90 countries worldwide.

Proactive Password Management at Tandberg

“Since implementing the Password Expiration Notifier, our helpdesk has seen trouble tickets relating to passwords completely disappear.”

Benjamin Powell, IT Services Engineer at Tandberg

Understanding its global presence, Tandberg implemented a “Going Green” initiative, which was designed to improve the company’s energy efficiency while, at the same time, reduce its overall carbon footprint in the workplace.

In order to stay up to date with its innovative products and maintain its progressive environmental stance, the majority of Tandberg’s employees work either remotely or from home offices. While this environmentally friendly focus has helped in the global plight to reduce carbon emissions, the company’s IT department has discovered that utilizing remote workplaces has also created ongoing problems with password expiration. The IT team at Tandberg had experienced its trouble tickets relating to passwords soar while seeing an increase in downtime among its remote users.

Challenge: Expiring Passwords Increase Support Costs, Impacts Productivity

Password expiration is the frequent cause of many IT support issues. At Tandberg, the IT team was spending a great deal of time answering support calls from users who needed to reset their passwords. Although considered routine work for

NETWRIX CUSTOMER CASE STUDY

the department, it consumed a significant amount of time that would have been better spent on other IT projects. Tandberg sought a product that would Netwrix Customer Case Study “Since implementing the Password Expiration Notifier, our helpdesk has seen trouble tickets relating to passwords completely disappear.” Benjamin Powell, IT Services Engineer at Tandberg NetWrix Customer Case Study notify users about expiring passwords while providing them with ample time to change those passwords, and to avoid extra help desk calls while reducing subsequent related costs to the company. Tandberg’s IT team discovered first-hand that passwords that are not changed within required timeframes can cause productivity losses, and sometimes disruptions of critical services.

Solution: Password Expiration Notifier

The Tandberg IT team turned to Password Expiration Notifier to solve the abovementioned problem. This product periodically checks all users in the specified Active Directory domain to detect ones whose passwords are about to expire in a specified number of days, and then sends

customizable notification e-mails to the account owners.

The tool also sends summary reports to system administrators by e-mail. Armed with such a tool, administrators at Tandberg soon discovered that they were able to proactively resolve password expiration issues for their users.

“Since implementing NetWrix’s Password Expiration Notifier, our helpdesk has seen trouble tickets relating to passwords completely disappear,” said Benjamin Powell, IT Services Engineer at Tandberg. “This product has been a life-saver, not only to our IT staff, but to our remote users by practically eliminating down-time.”

About NetWrix Corporation

Established in 2006, NetWrix Corporation provides innovative and cost-effective solutions that simplify and automate the management of Windows networks. With in-depth knowledge and experience managing Windows environments of all sizes, the company delivers solutions to meet complicated business requirements while fulfilling the best expectations of IT professionals.