

**Customer:**

APN News & Media

Web Site:<http://www.apn.com.au/>**Number of Users:** 3,700 users**Industry:** Publishing**Solution:**

Identity Management

Product:[NetWrix Password Manager](#)**Vendor:**

NetWrix Corporation

Phone: 888-638-9749

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

APN News & Media is one of the region's most broadly-based and successful media companies.

APN publishes New Zealand's leading metropolitan newspaper, The New Zealand Herald, and is the largest operator of radio broadcasting and outdoor advertising in Australasia, as well as one of Australia's leading regional publishers.

Reducing Helpdesk Workload with Self-service Password Management

“We have reduced the volume of helpdesk calls for password resets and unlocks by 80%. This has freed up staff to perform more critical functions while empowering our users.”

Murray Harris, Senior Enterprise Systems Administrator

APN News & Media, one of New Zealand's largest media companies, is known for publishing many of the region's prominent newspapers and radio broadcasts. With many locations throughout New Zealand and Australia, the IT helpdesk was responsible for support requests from employees stationed across the region. Identity management issues continued to account for much of the helpdesk workload, and end users were looking for a more efficient solution to common IT problems.

Challenge: Tremendous Helpdesk Workload Caused by Forgotten Passwords and Account Lockouts

That is when the IT department at APN News & Media found NetWrix Password Manager, a simple solution that allows self-service reset of forgotten passwords, as well as resolution of account lockouts.

“We were looking for a solution to enable our users to reset and unlock their own domain accounts in a secure fashion, thereby reducing the load on our helpdesk,” said Murray. “We investigated various solutions from a variety of vendors, but we ultimately decided to go with NetWrix because of ease of

NETWRIX CUSTOMER CASE STUDY

use and low cost. The total timeframe from product purchase to implementation took only one month, and rolling out the product was seamless and trouble-free.”

The easy-to-deploy Password Manager gives end users the ability to securely manage their passwords and resolve account lockout incidents in a self-service fashion without involvement of helpdesk personnel. This allows organizations to implement strong password policies in Active Directory environments without overloading the helpdesk with password-related support tickets.

The product uses the challenge-response verification security system for user identity verification and allows users to manage their passwords manually by answering verification questions, such as mother’s maiden name or place of birth, specified during individual enrollment into the system. As a result, users no longer depend on the helpdesk to resolve identity management issues that cripple productivity, and the IT department can spend more time working on other important tasks. A typical self-service password reset is as simple as clicking a button on the extended Windows logon prompt screen and answering a set of questions.

In APN News & Media’s case, the whole process of planning, deployment, and user

enrollment took only one month with almost four thousand users now successfully using the system.

Proven Result: Relieved Helpdesk and Happy Users

Since implementing Password Manager, the IT helpdesk has noticed a steady decrease in password management issues, and users are much more satisfied with the NetWrix system.

“User feedback has been extremely positive,” said Murray. “By providing our users with the ability to help themselves, we have placed the power back in their hands. Now they can unlock their own accounts at the logon prompt and reset their own accounts remotely if required.”

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.