



ADSELFSERVICE PLUS HELPS CAMH SAVE \$26000 ON PASSWORD RELATED SERVICE DESK COSTS

“CAMH will be able to save close to \$26,000 a year on service desk calls related to active directory password resets and locked accounts, and will see a return on investment within the first six months of product implementation”

Judy Olivier, Project Manager at CAMH

COMPANY : Centre for Addiction and Mental Health (CAMH)

INDUSTRY : Healthcare

LOCATION : Canada

ABOUT THE COMPANY :

The Centre for Addiction and Mental Health (CAMH) is Canada's largest mental health and addiction teaching hospital, as well as one of the world's leading research centers in the area of behavioral health. CAMH combines clinical care, research, education, policy development and health promotion to help transform the lives of people affected by mental health and addiction issues. Fully affiliated with the University of Toronto, CAMH is a Pan American Health Organization / World Health Organization Collaborating Centre. Its central facilities are located in Toronto, Ontario, and they have nine offices across the province to provide support to the mental health system.

Challenge: Frequent password related calls from users increased the Service Desk cost

Centre for Addiction and Mental Health (CAMH) is Canada's largest mental health and addiction teaching hospital, as well as one of the world's leading research centers in the area of behavioral health. The majority of CAMH's IT services, including assisting users with Active Directory password resets and account unlocks, were outsourced to a Managed Service Provider (MSP), who charged them on a per-call basis. Unfortunately for CAMH, the number of password related calls made to the service desk were too high, and it pushed up the IT management cost.

“Since majority of our IT services are outsourced to a managed service provider, users calling the service desk for Active Directory account assistance comes with a cost per call”, said Judy Olivier, Project Manager at CAMH.

Solution: Web-based, Self-Service Password Management

CAMH began searching for a solution that will allow its users to manage their Active Directory passwords on their own. Apart from Self-Service Password Management functionality, the ability to easily customize and rebrand the login pages and an easy to use interface were also important to CAMH. It started evaluating ManageEngine ADSelfService Plus along with two other self-service solutions.

ManageEngine
ADSelfService Plus