

# HODGES UNIVERSITY SUCCESS WITH WEB ACTIVE DIRECTORY

Using PeoplePassword for Password Management

*“We found Web Active Directory very easy to work with, even going so far as to help make a custom solution for a particular process. They listened to us and included it as part of their current functionality.”*

■ *Matt Gudites, Lead Application Analyst, Hodges University*

## INTRODUCTION

Matt Gudites, Lead Application Analyst at Hodges University, reassigned his Help Desk resources to more urgent issues now that he has deployed Web Active Directory's PeoplePassword.

### Challenges

The challenges Hodges University faced were:

#### **The Help Desk was Manually Resetting Passwords**

The Help Desk was manually resetting passwords for students and staff by phone and email.

#### **Unique Requirements Other Solutions Would Not Satisfy**

The presence of unique requirements disqualified considering other solutions.

#### **Limited IT Resources**

Limited IT resources with no budget to hire additional staff made it so that Hodges could not just hire more people to throw at the problem.

### Web Active Directory's People Password Solution

After implementing Web Active Directory's PeoplePassword, Hodges University established a more efficient process because:

#### **The Help Desk no Longer had to Micro-Manage Users**

The Help Desk was removed from the process of resetting passwords saving them time for other issues while providing a more secure process for the users.

#### **The Solution Satisfied Hodges' Unique Requirements**

No other competing product allowed for customization. Without this extensibility, PeoplePassword would have not satisfied solution requirements.

#### **Hodges Didn't have to Hire More Staff**

The automation PeoplePassword provided immediately reduced the need to hire additional Help Desk staff.





## Contact Us

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and the University. As a result, there was no need to hire additional staff members saving Hodges University thousands of dollars each year.

## About Web Active Directory

Web Active Directory provides an Identity Management platform web-enabling Active Directory technologies. We provide software and services on-premise or in the cloud saving money and time for IT technologists and empowering end-users not to be beholden to them.

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*“Web Active Directory is receptive and open to working with clients making the solution meet the requirements of the customer.”*

■ *Matt Gudites*

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## Conclusion

After years of using Web Active Directory, Hodges University can conclude:

### **Automation Led to Efficiency**

Automating the self-service password reset solution with PeoplePassword, IT was able to dedicate an estimated 40 hours weekly to more complex IT related issues.

### **They Have a More Secure Environment**

PeoplePassword eliminated the need for users to email or call to reset their password. The new process created a more secure environment.

### **They Could Hold Back on New Help Desk Hires**

Implementing PeoplePassword reduced the need to hire up to two additional Help Desk employees, saving an estimated \$100,000/yr.

Using the PeoplePassword solution, Hodges University can now dedicate Help Desk resources to more IT related functions. Providing a self-service password reset solutions creates a more secure environment for both users