

Tools4ever Inc. Release Self Service Password Reset Software

The new Self Service Password Reset Management (SSRPM) application allows end users to reset their logon password by answering a series of company defined questions. By allowing users to reset their own passwords, helpdesk requests for this frequent task are greatly reduced.

New York, NY (PRWEB) October 12, 2006: Tools4ever Inc. announces the general availability of its new Self Service Password Reset Management application. This easy to deploy module provides end users the ability to change their password directly from the Windows logon GINA by adding a Reset password option.

End users are prompted to enroll in the application by answering a number of company and user defined questions. Once enrollment is complete, a password reset can be accomplished by providing the answers and choosing a new password that is based on the company standards.

Speaking on the benefits of the application, Tools4ever Managing Director, Dean Wiech, commented, "Numerous studies indicate that password reset requests occupy up to 70% of helpdesk call volume, peaking on Mondays and after holiday weekends. By reducing or eliminating these requests, organizations can avoid having to increase the helpdesk staff and freeing up the existing staff to focus on more severe issues."

The application is easily deployed to the entire organization and user enrollment is accomplished automatically when a user first logs in after deployment. Reports are available to System Administrators showing users that either are or are not enrolled as well as the number of times. Various set-up options allow administrators to define the company's policies for number and type of questions to be asked and how responses are to be interpreted.

For further information on Self Service Password Reset Management, please contact Tools4ever at 516.482.4414 or by emailing. For additional information on the application, please visit our website at www.tools4ever.com.

About Tools4ever

Tools4ever offers quality and scalable productivity solutions for the Windows 2000/2003 system administrator with the main focus on User Provisioning and Life Cycle management, Identity Management, Active Directory management, Server & Network Monitoring and Quota management.

Tools4ever has become internationally renowned, serving more than 5,000 clients worldwide with offices in the USA, UK, France, Germany, and The Netherlands.

Tools4ever is a Microsoft Certified Gold Partner and is committed to delivering superior products and outstanding customer support.