

# Tools4ever, Inc Releases New Case Study Showing the Versatility of its Software in a New Market

Tools4ever recently released a new case study detailing the implementation of its identity management software solutions - UMRA and SSRPM - in a Healthcare environment.

**Lynbrook, NY (PRWEB) May 7, 2008:** Tools4ever, Inc released a new case study in conjunction with Sisters of Charity Providence Hospital, Columbia, SC, detailing the implementation of and response to their User Management Resource Administrator and Self Service Reset Password Management identity management solutions. Providence Hospital needed a quick, easy and secure method for resetting Active Directory passwords, which immediately led them to Tools4ever's SSRPM solution. During the discovery phase for the implementation it was quickly determined that a dual implementation with UMRA would allow them to easily create individual accounts for their nurses and move away from the shared accounts they had used for years.

Due to the ease of use of the SSRPM product, Providence Hospital was able to roll out the product after a 1-day installation and test. The response and results were immediate: "SSRPM was easily accepted by our User community and has had allowed them to get back to work quicker, especially 3<sup>rd</sup> shift employees, by providing an immediate password reset," said a system administrator for Providence Hospital. Tools4ever's highly qualified consultants facilitated the implementation of UMRA, customizing it for the HIPAA regulated environment that the Providence Hospital IT team must work within. Tools4ever employed the entire UMRA suite of products in their implementation, customizing forms and integrating with their pre-existing Human Resources information system. "UMRA has saved us time and money. UMRA has allowed us to spread the workload of network administration out to other employees in Information Systems to perform basic user administration tasks. UMRA has allowed our network administrators time to work on other projects,"

stated a Senior Engineer at Providence. This case study clearly demonstrates the ability of the Tools4ever identity management suite of products to work on multiple platforms and in varied environments.

#### **About the *Self Service Reset Password Management***

*Self Service Reset Password Management (SSRPM)* is an application that gives end-users the ability to securely reset their own passwords without submitting a helpdesk request. This eliminates the need for the helpdesk or system administrator to service the password reset request when a user has forgotten his or her password. SSRPMs numerous benefits include: lowering password reset calls by at least 90%, offering multiple interfaces for self service resets to the end user: Windows (GINA), Outlook Webaccess (OWA), Inter/Extranet, Citrix, etc., raising helpdesk efficiency, and most importantly increasing overall IT security by eliminating false password reset requests.

#### **About the *User Management Resource Administrator suite***

*User Management Resource Administrator (UMRA)* is a toolset that enables network administrators to manage the entire end user life cycle from creation to deletion, providing enterprise level solutions for User Account Management. UMRA consists of three Identity Management modules including mass user management (create, edit, delete), helpdesk task delegation, and user provisioning through automation. UMRA's three modules are: MASS, Forms & Delegation, and Automation. Each of these modules is designed to work separately or in tandem with one another.

#### **About Tools4ever, Inc**

Tools4ever Inc is a leading provider of scalable productivity solutions for the system administrator, focusing on User Provisioning, Life Cycle Management, Identity Management, Active Directory Management and employee self service. With thousands of customers worldwide, Tools4ever Inc. is committed to delivering superior products and customer support. Additional information about Tools4ever and its product offerings is available at [www.Tools4ever.com](http://www.Tools4ever.com) or by calling 1-866-482-4414.