



# SIMPLIFY ACCOUNT MANAGEMENT, ENABLE USERS TO RESET THEIR OWN PASSWORDS.

Coordinated Health is a hospital and health network with locations throughout Eastern Pennsylvania, West Palm Beach, Florida, and Western New Jersey. The organization employs more than 1,300 highly skilled personnel across 20 locations, with facilities including Hospitals, an Ambulatory Surgical Center, Rapid Recovery Suite, Multi-Specialty Clinics and Care on Demand Walk-In Care Centers.

With Coordinated Health's many locations and employees, user account management was a tedious task that was often prone to errors. Skilled IT staff were spending a lot of time managing access manually and completing password reset requests. This was preventing them from focusing on other, more technical tasks.

Coordinated Health became a Tools4ever customer in 2016 with the initial goal of enabling users to reset their Active Directory password without having to call the help desk or the after-hours technician for support.

## Client

Coordinated Health

## Challenge

Manual user account management took up a lot of time from the IT staff and was often prone to errors. Also, the helpdesk was burdened with password reset requests for both Active Directory and Sophos Safeguard Server.

## Solution

Coordinated Health implemented a process that automates provisioning, de-provisioning, and updates user accounts. This relieved the helpdesk by allowing users to reset their own passwords securely. Synchronizing a user's password change from Active Directory to Sophos Safeguard server.

## Products and Connectors

Identity and Access Management (IAM), Self Service Reset Password Management (SSRPM), Password Synchronization Manager (PSM); Sophos, UltiPro, Cisco, Active Directory.

## Result

Empowering the users to reset their account reduced the burden on the helpdesk and freed up technical resources to focus on other tasks.

“Doing business with Tools4ever has been a very satisfying experience from the initial sales presentation to the project design and implementation.”

**Paul DeVries**

Systems Administrator at Coordinated Health

## Password management

Self-Service Reset Password Management (SSRPM) allows users to reset their own password by answering a set of predefined challenge questions without IT intervention.

After the SSRPM implementation, Coordinated Health found an immediate reduction in helpdesk calls with password reset requests. SSRPM notifies users via email that their Active Directory password will expire soon. The email provides a link for them to change their password via the SSRPM web tool. SSRPM has both a client and a web interface, so passwords can be reset anywhere at any time, requiring only an internet connection.

A critical factor in Coordinated Health seeking password management products was the challenge of synchronizing a user's password change from Active Directory to Sophos Safeguard server. Users couldn't log in to their workstation and were prompted for their old password, as Coordinated Health had Sophos Safeguard encryption at all of their endpoints. To solve this issue, Coordinated Health implemented Password Synchronization Manager (PSM). With PSM, employees only have a single password to remember and manage. Now, when end users reset their Active Directory password, PSM ensures that all connected applications receive the new password in real-time.

## Manual provisioning: retired

Happy with their new password management solution, Coordinated Health was ready to focus on optimizing their user provisioning process, as their manual approach was both time-consuming and error-prone. Before IAM, every Active Directory and email account was entered manually, sometimes resulting in inaccurate account information.

Once Tools4ever's Identity and Access Management solution was implemented, the helpdesk no longer had to create, change, update, enable, or disable user accounts. Now when name changes come via their HRIS system, IAM automatically schedules the update, notifies the user, and performs all the necessary changes to the account. This includes updating the user's home directory and email account on a pre-determined date and providing the end user with notifications on the impending change.

## Phased implementation

Tools4ever breaks the IAM implementation into manageable phases ensuring success is definable and measurable. This provides staff time to adjust to the change and ask questions as each step is implemented.

Coordinated Health wanted all solutions in place within 90 days of purchase. Tools4ever spent time qualifying requirements and scoping the project in detail to plan and schedule the project efficiently and met the deadline with ease.

## Tools4ever

With IAM, SSRPM, and PSM in place, Coordinated Health can now focus its IT resources on more technical projects. The Coordinated Health IT team plans to continue building additional automation with IAM and are currently evaluating our Identity as a Service (IDaaS) product HelloID.

“I am impressed by the level of support we have received from Tools4ever. We have not had to deal with any real problems, but rather some changes and the Tools4ever support was outstanding. I usually receive a return call or email within an hour, and they jump in on a session immediately to make the changes.” stated Paul DeVries.