Sector: **Healthcare**   Product: **HelloID, SSRPM**

MAAS & WAAL CARE GROUP SEES A SIGNIFICANT REDUCTION IN PASSWORD RESET REQUESTS

Maas & Waal Care Group (zMW) provides a complete package of services covering care, housing, and welfare in Land van Maas en Waal. The ISO-certified organization's 800 employees work from five centers to deliver clients 24/7 care.

Employees required a multitude of passwords to gain access to their care applications, creating complex and time-consuming management for both users and administrators. In order to solve these problems, zMW implemented Tools4ever's Access Management portal: HelloID.

Marco Peters, Maas & Waal's IT Coordinator, became familiar with healthcare's growing password problem: "Applications have their own password policies to ensure security. Unfortunately, the various password rules do not match each other. This quickly created confusion and frustration among employees." Application vendors enforce authentication and password policies. The end users had to remember different passwords' expiry schedules, which was particularly frustrating. "The user group is very knowledgeable in the field of care, but has less affinity with computers and IT." Reducing the number of passwords with HelloID & E-SSOM made it easy for employees to understand how HelloID's central, user-friendly portal facilitates access via office desktops, Chromebooks, or even from home.

🏠 Client

Maas & Waal Care Group

⚙️ Challenge

The IT helpdesk was overwhelmed with password-reset requests. Maas & Waal Care Group looked for a solution to reduce password-related requests and make staff self-reliant by streamlining the authentication process and password management.

☁️ Solution

Active Directory serves as the central authentication source for all local and Cloud applications independent of the authentication mechanism and is supplemented with a Self-Service password portal for employees to be able to reset their password 24 hours a day, seven days a week.

👍 Products and Connectors

HelloID, E-SSOM, SSRPM, Active Directory

🚩 Result

Password reset requests plummeted from 400 per month to two per week, minimizing both frustration among employees and helpdesk calls.

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IDENTITY GOVERNANCE & ADMINISTRATION

Cloud Applications via Active Directory credentials

"IT management is responsible for the IT infrastructure, 45 applications, VOIP systems, Wi-Fi, and the management of the optical fiber connections. We are also responsible for healthcare domotics." Without enough time to address all IT-related issues, Maas & Waal's IT administrators often had to choose between dedicating their efforts towards password resets or managing the technology environment. During more extensive projects or holiday periods, the helpdesk could get on average 20 reset requests per day. External managers were brought in for assistance, but the workload was still too much. "Unfortunately, it happened that a password ticket was sometimes only picked up after a few days," Marco Peters continued. Now, employees log into HelloID with their Active Directory (AD) credentials and are able to immediately and securely access applications such as YouForce, Planywhere, Outlook webmail, Qic, Sharepoint, and UKON.

Self-service password reset

Through HelloID, AD accounts serve as the Identity Provider for all applications. Furthermore, Self-Service Reset Password Management (SSRPM) allows employees to reset those AD credentials themselves securely at any time. Employees no longer have to wait for IT and can navigate to the reset portal via a web page or the Windows login screen. Secure challenge and response questions provide verification steps before the user can make any changes. Even if the account is locked, the user can unlock it on their own.

Biggest challenge

Marco Peters: "Password management has been a problem for years. The challenge was to convince management to invest in a solution, especially because budgets are shrinking further and further. I finally took the step to start the pilot with Tools4ever, after which [everyone] immediately saw the benefits. I should have done this much sooner. We immediately made the savings transparent, and the organization wanted to keep this solution immediately."

Benefits

✓ Active Directory serves as the primary authentication source

✓ Password resets available 24/7

✓ Single Sign-On for all applications

✓ Log in to cloud applications easily and quickly

✓ IT can focus on major projects and employees can work more efficiently

✓ Central administration and control over password management

✓ Fast implementation and direct results

Result

By centralizing password management, Maas & Waal's IT department controls password and authentication requirements. Employees are authenticated via Active Directory (AD) which applies to both Windows and web applications. Employees no longer need to remember multiple passwords and their expiration dates. Now, the administrators can focus on maintenance and other projects. Password reset calls have been eliminated since employees can perform their own resets. Password-related tickets have plummeted to only 2 per week. The average turnaround for a password reset has been reduced from up to five days to immediate.

Tools4ever – Identity Management experts in healthcare

Over 1 million global health care professionals use Tools4ever's password and user management solutions. We help organizations with issues like Single Sign-On, Self-Service password reset, access management, and strong authentication. We also have a broad portfolio of user account management solutions, including provisioning, workflow management, service automation, and access governance (role-based access). These solutions help healthcare organizations organize IT efficiently and effectively, and maintain control over access to information.