



SSRPM

Passwords Made Easy

Clients have noted a significant reduction in helpdesk calls at their organizations.

Self-Service Password Reset Management (SSRPM) enables end users to reset their passwords 24/7 by correctly answering predefined challenge questions. Less password reset-related calls to the IT helpdesk equals more productive time for your team.



Current SSRPM Clients



“SSRPM cut our helpdesk tickets for password resets by more than half, and gained back many man hours spent on this tedious task.”

Earnell R. Vereen Jr.
 Network Administrator at Havas Health

Based in New York, Havas Health has over 1,300 employees. With the number of full-time employees, freelancers and contractors on the rise, the helpdesk was receiving an overwhelming volume of calls for password resets. SSRPM was implemented in order to reduce this burden and allow end users to reset their own passwords. End users now reset their own passwords via their answers to previously configured security questions. This allows employees to proactively solve their own password issues without having to involve the helpdesk.



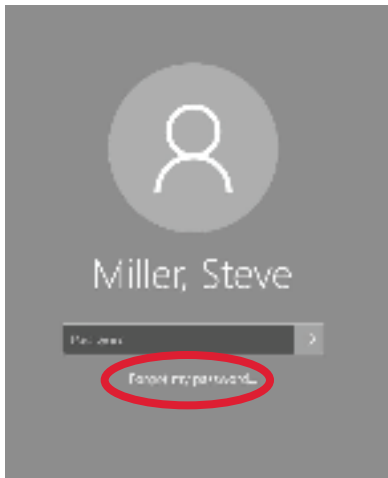
“Tools4ever absolutely knew what they were talking about and were extremely clear and flexible.”

Dan Backer
 Director of Campus Technology at National Geographic

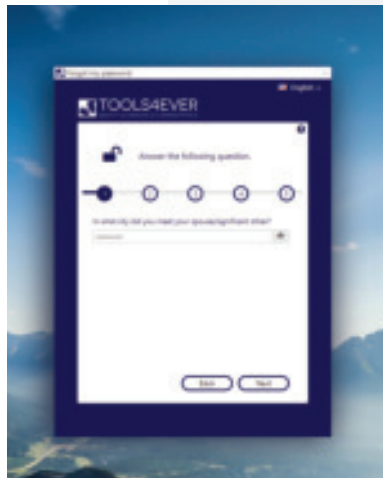
National Geographic has over 1,400 employees and hundreds of contractors working the Washington DC HQ or other remote offices throughout the world. Such large numbers of users posed significant challenges for a central helpdesk managing frequent requests. Resets were further delayed for international users outside of HQ's hours of operation in the Eastern U.S. time zone. With SSRPM now in place, users can reset their own passwords by answering pre-defined challenge questions without having to contact the help desk. Time spent on password management has been significantly reduced and security has increased.

End users can perform their own password reset in three easy steps

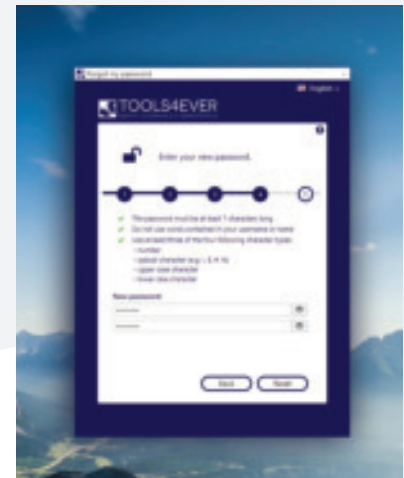
Click the “Forgot My Password” button



Answer a number of security questions



Enter and confirm the new password



SSRPM Features

Active Directory self-service

Active Directory Self-Service lets end users to edit attributes in AD, ensuring that data is always current.

Helpdesk ID verification

A reset can be completed through helpdesk when a user provides certain characters to challenge questions to verify their identity.

Secure Onboarding process

The Account Claiming module plugs the security gaps in your Onboarding processes for new hires – namely, transferring accounts and credentials to new users.

Two-factor authentication

Provides an additional level security via a PIN code sent to the user via e-mail or text.

SSRPM Benefits

24/7 Availability

End users can reset their password on a 24/7 basis from anywhere they have an internet connection

Increased password security

Employees’ adhere to configurable complexity requirements and no longer write down passwords on risky notes (e.g. stickies, spreadsheets).

Reduced helpdesk calls

Helpdesk password reset requests are reduced significantly. End users handle their own resets without helpdesk intervention, minimizing backlogs, downtime, and overhead.