Sector: **Financial**   Product: **SSRPM, E-SSOM**

FREE UP THE HELPDESK
WITH SELF-SERVICE PASSWORD RESET

Needham Bank, located in Massachusetts, is a private financial institution that provides high-quality services through its five locations. The bank has had a rich history in the area since 1892 and prides itself on personalized service and deep community involvement.

Recently, Needham Bank began expanding and has grown to a staff of over 170 employees. As the bank grew in size, so did the password-related issues that the employees were having. Bank staff needed access to several different systems and applications to assist customers properly. "End users became frustrated at the number of disparate passwords they had, and the frequency they would have to enter the usernames and passwords," commented James Gordon, First Vice President of Information Technology at Needham Bank. It was also frustrating when employees had to halt what they were doing and contact the helpdesk to reset their password if they were locked out.

Customers also became frustrated because they had to wait for bank employees to sign in to each application separately, which was very time-consuming. It also led to security issues due to employees keeping a 'password sheet' with each set of their credentials written down to remember them. In addition, IT was receiving an enormous amount of password reset calls. On average, they had to perform around 10-20 password resets a day, which became tedious and took time away from other projects.

🏠 Client

Needham Bank

⚙ Challenge

Needham Bank employees were frustrated by the number of credentials they were required to remember, and by the amount of time it took to reset passwords.

☁ Solution

Implementation of E-SSOM and SSRPM allowed employees to log in quickly with just one set of credentials and to reset their passwords without contacting the help desk.

🔗 Products and Connectors

Enterprise Single Sign-On Manager (E-SSOM) and Self-Service Reset Password Management (SSRPM), eVision, WatchDog, Paylocity, E-Funds, eDocs, Vertifi, and others.

🚩 Result

Employees at Needham Bank can serve their customers more effectively and spend less time on password issues.

TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

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James Gordon
First Vice President of Information Technology at Needham Bank

Reduction in password-related issues

Needham first implemented Tools4ever's Self-Service Reset Password Management (SSRPM) to allow employees to reset their passwords without having to contact the helpdesk. They answer several predetermined security questions, and then they can reset their own passwords securely. This drastically reduced the amount of password-related helpdesk calls and allowed employees to complete the process and continue with their work quickly.

Due to the success experienced with SSRPM, Needham then decided to implement E-SSOM to mitigate their password issues further. "We had already used SSRPM and, over the years, it worked flawlessly. We expected the same from E-SSOM," said Gordon.

Customization

While implementing E-SSOM, Tools4ever worked with Needham Bank to ensure that the solution worked with all their applications. Many of these applications run on various codebases, including web applications, java-based applications, legacy Windows applications, and others. "Tools4ever was with us through the entire process, making sure to get it right, and tweaking E-SSOM along the way to fine-tune it in our environment," commented Gordon.

E-SSOM now allows employees to log in with a single user name and password and gain access to all systems and applications for which they have the authorization, this reducing login time.

Improvement in customer service

With a single set of credentials, employees no longer have to write down their passwords to remember them, which has resulted in significantly improved security. E-SSOM has also augmented customer service at Needham Bank by allowing employees to avoid signing into multiple applications. Also, if employees do need to reset their passwords, they can do it themselves and continue assisting customers quickly. "Employees can focus on the customer rather than on their computer," said Gordon.

Overall, E-SSOM and SSRPM have allowed employees at the bank to focus more on their customers and less on their password issues. "I now view E-SSOM and SSRPM [as] an irreplaceable part of our network infrastructure and core to how the business will operate moving forward," said Gordon.