

SSRPM Checklist

IS SELF-SERVICE REST PASSWORD MANAGEMENT
RIGHT FOR MY ORGANIZATION?



TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

You're thinking about implementing a self-service reset password solution but you are not quite sure if it is worth it and will be of benefit to your organization. This whitepaper provides an easy checklist of issues your company might have as well as solutions to how a password reset solution can easily solve these issues in addition to saving you time and money.

This document will cover everything you need to know about the benefits of a self-service reset password solution to ensure that you are making the correct investment.

Password issues checklist

Does your organization have many of these issues?

Large percent of calls to your help desk is for password resets	<input type="checkbox"/>
Many of your employees work off hours or in different time zones	<input type="checkbox"/>
Your employees waste time/ productivity on waiting for a password reset	<input type="checkbox"/>
Your employees work with customers or patients, and their work is time sensitive	<input type="checkbox"/>
Password resets need to be performed in many different kinds of systems and applications	<input type="checkbox"/>
Many of your employees work outside of the network and still need password resets	<input type="checkbox"/>
Your organization requires complex passwords, which many of your employees forget	<input type="checkbox"/>

If you checked any of the boxes above, it is definitely worth reading on!

A large percent of calls your help desk receives is for password resets

On average, 25% of the calls to a helpdesk are estimated to be password-related, such as resetting forgotten passwords. At some organizations this number is even higher. Though password resets are an easy problem for the helpdesk to solve, when there are many of these types of calls a day, it becomes time consuming for staff. It sometimes may also require additional staff for an organization which has many employees forgetting passwords. If your organization's help desks fields a large percent of calls for password resets, a self-service password reset solution can easily and dramatically reduce the amount of calls - by up to 90%. This allows help desk staff to focus on other issues. In some cases, it also decreases the amount of staff needed.

Work off hours/ in different time zones and need to reset password

Some large organizations have offices in multiple countries, and often their help desks are located only at their headquarters. Other companies have employees or users who need access to systems and applications outside the hours of the helpdesk. Take for example a school, students need to access an application after school hours in order to complete their homework. If they need to reset their password after school, they are unable to contact the help desk and cannot complete their work.

This can also be a problem for other types of organizations, such as banks or hospitals, which might not have a 24/7 help desk staff. If employees forget their passwords or are locked out of their accounts on weekends or after the hours of the help desk, then they are not able to reset their passwords and access the systems or applications that they need.

Time spent on waiting for a password reset

In many organizations, the process of resetting a password is time consuming. The employee has to contact the help desk, who then places a work order, resets the password and then contacts the users back. This process can take up to half an hour, during which the employee cannot complete their work. With a self-service reset password solution, employees can be more productive quicker and not waste time on simple issues such as password resets. They can proactively reset their own password and continue with their work.

Your employees work with customers or patients on time sensitive issues

In many circumstances, it is important that your employees are able to login quickly and access their accounts in order to properly serve their customers. When a customer has to wait for your employee to call the help desk and reset their password, it can be an annoyance and result in a poor customer experience.

This is extremely important in the case of healthcare organizations where they need to quickly access systems and applications in order to serve their patients. In addition, other industries such as those with direct client contact, for example a bank, waiting for a password to be reset can be a huge annoyance for both the employee and customer.

Password resets need to be performed in many different kinds of systems and applications

Organizations often use several different types of platforms, including a variety of web applications. Employees frequently need to reset their passwords in many different types of applications, sometimes all at once, especially after a long break, such as summer holiday for schools.

With a self-service password reset solution, end users can reset as many passwords they need, in virtually any application or platform without having to burden the helpdesk.

Many of your employees work outside of the network and still need password resets

Many organizations have employees who work outside of the company's network, on the road, from a remote location or from home and use mobile devices. These employees often have the same issues as employees who work in the office with password resets. With a self-service password reset solution, employees can reset their password from anywhere and any device to continue with their work.

Your organization requires complex passwords which many of your employees forget

In order to ensure security of the network, organizations often require employees to use complex passwords, including using symbols and a certain number of characters, that need to be changed frequently. Though this can ensure security, it can also lead them to forget and need to reset their password more often. A password reset solution can ensure that employees follow a specific password policy that follows the organizations guidelines when they are resetting their password.

In addition to the many issues that a self-service solution solves, it also provides several additional benefits.

Advanced Authentication

Advanced authentication in the form of two factor authentication or SMS authentication can ensure security by requiring two forms of verification in order for the user to reset their password. This will usually be an answer to a personal verification question in addition to a code sent via text message or email. This ensures that the person resetting the password is who they claim to be.

Password resets for mobile devices

As employees often use mobile devices, many password reset solutions have the ability to work with a web interface. This means that users who are on their smartphone, or any other mobile device, can enjoy the same benefits of the self-service password reset solution.

Real world example: Want to hear about how several leading organizations benefited from a self-service password reset solution? Read more here, and download a free trial. [Self-Service Reset Password Management \(SSRPM\) by Tools4ever](#).

For even more information, please review some customer case studies:

[Pinellas County School District](#) - Located in the Tampa Bay area of Florida, the district consists of 138 schools ranging from pre-K to 12th grade, as well as an adult school for community and work force education.

[South County Hospital](#) - 100 bed acute care hospital located in Wakefield, Rhode Island which has more than 1,200 employees.

[Florida Bank and Trust](#) - Provides high quality financial products and personalized customer service to residents via eight locations in Ocala, Marion, Sumter and Alachua counties

[Colby Sawyer](#) - Comprehensive baccalaureate institution in the Lake Sunapee Region of central New Hampshire

Need more information about a self-service password reset solution?

[Self Service Reset Password Survey](#) - Did you know that 56% of employees feel that they have too many passwords to remember? This international survey of Helpdesk and IT employees conducted by Tools4ever, probes the issues of time and money spent on password reset related issues.



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