

Preview

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 solves 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 concludes the preview of this Tools4ever white paper. For the full version, please register for access to our white paper library at [Tools4ever.com](https://tools4ever.com).



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