



NEWCASTLE CITY COUNCIL

REDUCES THEIR PASSWORD RESET CALLS BY 85% WITH SSRPM

EXECUTIVE SUMMARY

CUSTOMER

Newcastle City Council

PROBLEM

Service Desk was inundated with password reset calls, it was becoming a huge drain on resources as the team had very little time to focus on other network critical issues

SOLUTION

SSRPM to limit password reset calls to the service desk and improve user convenience.

PRODUCTS

SSRPM

CONNECTOR

Active Directory

RESULT

SSRPM relieved the service desk of the high volume of password reset calls, allowing them to focus on more network critical issues as well as helping to improve user convenience, particularly for those working outside of normal business hours and remotely.

Based at Newcastle Civic Centre, Newcastle City Council is the local government authority for Newcastle upon Tyne, Tyne and Wear. The council consists of 78 councillors, three for each of the city's 26 wards. The service desk supports 6000 employees across a number of sites around the city.

Daniel Lynch, Senior ICT Solutions Analyst talks about the need to implement a system to help to reduce the burden on the service desk; " Our Service Desk was inundated with password reset calls, it was becoming a huge drain on resources as the team had very little time to focus on other network critical issues."

RELIEVING THE SERVICE DESK OF PASSWORD RESET CALLS

Newcastle City Council needed a system to reduce the disproportionate amount of password reset calls to the service desk so their time could be focused on more critical matters pertinent to the management of the network. SSRPM (Self Service Reset Password Management) was implemented to solve this problem. Daniel Lynch describes the impact the introduction of SSRPM has had: "The service desk has seen a significant drop in the volume of password reset enquiries. Across a monthly period there has been a reduction of 85% of password reset calls to the service desk. "

GREATER USER CONVENIENCE

Newcastle City Council have many applications linked into Active Directory. SSRPM portal has provided a platform to increase productivity and enable users to reset their password out of service desk hours. This has been highly beneficial to all, particularly those working outside of normal business hours. "Not only does the service desk now have more time to spend on matters more pertinent to the network, but end users can also access their accounts without issue, increasing productivity." comments Daniel Lynch.

MOBILE FRIENDLY INTERFACE

The SSRPM web portal has been highly beneficial to those working outside of normal business hours, but it has also increased convenience and productivity for those working remotely or whilst on the commute. As Daniel Lynch explains: "The SSRPM web interface provides a mobile friendly way for staff using mobile devices to reset their passwords when working in remote locations."

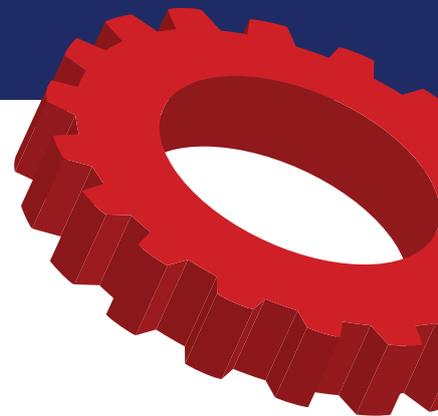


“THE SSRPM WEB INTERFACE PROVIDES A MOBILE FRIENDLY WAY FOR STAFF USING MOBILE DEVICES TO RESET THEIR PASSWORDS WHEN WORKING IN REMOTE LOCATIONS.”

DANIEL LYNCH, NEWCASTLE CITY COUNCIL, SENIOR ICT SOLUTIONS ANALYST

RESULTS

Newcastle City Council found SSRPM easy to implement into their current Active Directory and were extremely pleased with the customization and flexibility of the product. Daniel Lynch comments " We are very happy with the results achieved so far with regard to user convenience, the positive impact this has had on the service desk and how they are able to proportion their time."



Tools4ever Ltd

14 Miller Court
Severn Drive
Tewkesbury
GL20 8DN
Tel. +44 845 017 1499
Fax. +44 (0) 1684 43 87 89
www.tools4ever.co.uk