

## **AFORDABLE AND TIMELY** IDENTITY & ACCESS MANAGEMENT SOLUTIONS FOR **BANKING**

IN THE FINANCIAL INDUSTRY, SECURITY IS A TOP PRIORITY. ORGANIZATIONS MUST ENSURE THAT THEY ARE MEETING GOVERNMENT RULES AND REGULATIONS WHILE ALSO PROTECTING SECURE INTERNAL AND CUSTOMER DATA. HOWEVER, ACHIEVING A SECURE NETWORK CAN OFTEN AFFECT CUSTOMER SERVICE, AS MANY SECURITY MEASURES ARE TIME CONSUMING AND FRUSTRATING FOR BOTH EMPLOYEES AND CUSTOMERS. THIS IS ESPECIALLY TRUE FOR SECURE PASSWORD MANAGEMENT.

### **SECURE AND TIMELY PASSWORD MANAGEMENT**

Employees of financial institutions normally have to access several different systems and applications in order to assist their customers. Many institutions use passwords that are complex and regularly expire in order to ensure security, which in turn results in employees frequently forgetting their passwords. In addition, employees often write their passwords down, which leaves the systems open to a potential security breach.

Additionally, if the employee is locked out of their account and needs to reset their password, there can be a direct impact on the level of customer service they provide. Employees need to be able to assist customers quickly, and contacting the helpdesk with password issues is a time consuming process.

### **ENTERPRISE SINGLE SIGN-ON MANAGER (E-SSOM)**

Tools4ever's E-SSOM allows employees to securely login with a single set of credentials, eliminating the need to remember several user names and passwords. Once the employee logs in, they are thereafter automatically granted access to all of their authorized network applications. This improves security by eliminating the need for employees to write down multiple passwords, while also improving customer service times.

#### **Benefits:**

- ▶ Automated login
- ▶ Single set of credentials
- ▶ Ability for two factor authentication for additional security
- ▶ Improved customer service due to less time logging in

### **SELF SERVICE RESET PASSWORD MANAGER (SSRPM)**

Tools4ever's SSRPM allows employees of financial institutions to securely reset their own Active Directory passwords without needing to contact the help desk. This is especially helpful for institutions which have business hours outside the normal times of the help desk. With SSRPM, employees simply answer their predefined security questions, chosen upon enrollment, and are then prompted to reset their password.

#### **Benefits:**

- ▶ Unlimited availability to reset passwords 24/7
- ▶ Reduction in Help Desk tickets for password resets
- ▶ Customizable password policy
- ▶ Administrative reports of logons, incorrect guesses, and current status
- ▶ Two factor authentication for additional security
- ▶ Multi-platform support including: Windows, Unix, Novell, Lotus Notes, AS/400, Citrix and a variety of web applications such as OWA and NFuse.



**'I NOW VIEW E-SSOM AND SSRPM AN IRREPLACEABLE PART OF OUR NETWORK INFRASTRUCTURE AND CORE TO HOW THE BUSINESS WILL OPERATE MOVING FORWARD'**

JAMES GORDON, FIRST VICE PRESIDENT OF INFORMATION TECHNOLOGY AT NEEDHAM BANK

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## OUT OF THE BOX CONNECTORS

Tools4ever's E-SSOM and SSRPM solutions can connect with virtually any application or system inside your financial institution. Every time a new employee is entered, or information changes in the source system, this information is detected by UMRA and it is automatically imported into the appropriate system or application.

Examples are Active Directory, Exchange, banking information systems, access systems, and various other internal or hosted systems, including the following:

- ▶ Harland Financial Solutions – Pro Suite (Deposit Pro, Laser Pro)
- ▶ Decision Pro
- ▶ eVision
- ▶ WatchDog
- ▶ Paylocity
- ▶ E-Funds
- ▶ eDocs
- ▶ Vertifi

If a system that your institution utilizes is not listed, simply call Tools4ever to inquire about feasibility.

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