



SSRPM RELIEVES AN OVERWHELMED IT DEPARTMENT BY AUTOMATING PASSWORD RESETS

The City of St. Petersburg is Florida's fifth-largest city and employs over 3,200 people. These employees work in various departments, including police, fire, public safety, utility, codes and permits, recreation, engineering and many others. The IT department provides infrastructure and manages user accounts and passwords for all of the departments and their employees.

With security as a top priority, they began to look for a solution to some of their password management issues for the many systems and applications they use. Muslim Gadiwalla, Chief Information Officer at The City of St. Petersburg, said, "We were starting to ramp up security and implemented much more strict password expiration rules, which left our users often locked out of their accounts." This, in turn, led to a large number of calls to the help desk for password resets. Additionally, each password had a different expiration date, which meant they all expired at different times.

Client

The City of St. Petersburg

Challenge

The City of St. Petersburg has over 3,200 employees who were experiencing productivity and account lockout issues within the many applications they needed to access to do their jobs.

Solution

Implementation of E-SSOM and SSRPM, allowing allow users to have a single password for all their applications, and the ability to proactively reset their password without assistance from the helpdesk.

Product

Enterprise Single Sign-On Manager (E-SSOM) and Self Service Reset Password Management (SSRPM)

Result

Employees at St. Petersburg work more efficiently and can perform password resets securely on their own. IT staff can now focus on more critical issues.

“E-SSOM and SSRPM have brought significant benefits in terms of securing our environment and providing a simple interface for our users.”

Muslim Gadiwalla

Chief Information Officer at The City of St. Petersburg

Secure password resets

“Functionality and cost-effectiveness were two main criteria we used when looking for a password reset solution,” said Gadiwalla. The City chose to implement Tools4ever’s Self Service Reset Password Manager (SSRPM). SSRPM allows users to easily and securely reset their passwords by correctly answering a series of security questions without helpdesk intervention. Gadiwalla added, “SSRPM has eliminated a majority of the calls to the help desk for password resets, and has allowed our employees to be proactive.”

Automated login for all systems and apps

A few years later, St. Petersburg decided they also wanted to implement a solution to eliminate the many credentials employees had to use to access their applications. On average, each employee at St. Petersburg used upwards of 10 - 12 applications to complete their jobs. Users first had to log in to the network with a user name and password and then had to authenticate themselves for each system or application they wanted to access. All of this required different unique usernames and passwords.

St. Petersburg also needed the solution to be able to work with several different types of applications including web-based applications that their employees often used.

“We were really satisfied with how SSRPM worked, so Tools4ever was a natural choice when looking for another password management solution,” said

Gadiwalla. The City of St. Petersburg worked closely with Tools4ever to integrate Enterprise Single Sign-On Manager (E-SSOM) with all of their applications and to receiving training for their IT staff.

E-SSOM allows users to log into all of their applications with a single set of credentials. Employees simply launch the application and E-SSOM automatically authenticates them, without any action needed to be taken by the user. E-SSOM now works with over 13 different applications at St. Petersburg, including Oracle, Polaris, Spiceworks, Kronos, Microsoft Office 365, and many others. Gadiwalla added, “If I want to access the City’s Oracle system ten times a day, I just double click on the icon, and it automatically logs me in.”

Improved productivity and security

Overall, E-SSOM and SSRPM have greatly improved the password management issues that St. Petersburg was having. E-SSOM also allowed the city to enhance the security of its network. “There are definitely a lot less sticky notes around the desks of users,” said Gadiwalla. “The products have brought significant benefits in terms of securing our environment and providing a simple interface for our users.”