



NORTHLAND INTERNATIONAL UNIVERSITY

EXECUTIVE SUMMARY

CUSTOMER

Northland International University

PROBLEM

Students and staff often had to contact the help desk if they ignored the email telling them it was time to change their password, or when they simply forgot their password.

SOLUTION

With SSRPM users can now simply reset their own password after answering a few security questions without contacting the helpdesk

PRODUCTS

Self Service Reset Password Manager (SSRPM)

RESULT

Users can reset their own password from anywhere at any time, allowing the help desk time to focus on other areas and projects

Northland International University is a conservative Christian college located in rural North Eastern Wisconsin. What began as a bible institute in 1976 grew to become a university that now has over 700 students and employees. The overall mission of Northland has been to educate students who will go out around the world and share the gospel.

Northland's focus is being able to take care of their students and their needs and provide them with the highest level of service while they are training them for their future role in the ministry. In order to provide them with a high level of service, Northland wanted to find a way to help with the many password issues that students and employees were facing. The college requires that users change their password every few months but with many users ignoring the email and being locked out of their accounts, the helpdesk was receiving a large number of password related calls.

Northland decided that they needed a solution in place to save users and the helpdesk the time and inconvenience it takes to reset a password. Their main criteria were that the solution needed to work in their Active Directory environment, was able to be customized to their needs and was cost efficient.

Tools4ever stood out as a preferred vendor to Northland because they were able to meet all their requirements with Self Service Reset Password Manager (SSRPM) and easily solve their password issues. "Tools4ever did not require that we purchase more products or services than we needed. We could focus exactly on the problem that we needed to fix, said Adrian Smith, Director of Technology at Northland International University"

Northland decided to implement SSRPM in two phases. They first used the solution internally with specific people so they could try it out and get feedback to ensure the solution met all their needs. After they received positive feedback, they then offered it as an option to all faculty and students at the college.

RESET PASSWORD FROM ANYWHERE AT ANYTIME

Students at Northland often forgot their passwords during the summer or holiday breaks. Many of the students also work abroad or at ministries around the United States and want to access their email and other information. With SSRPM,



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Adrian Smith, Director of Technology at Northland International University

they can easily resolve a password issue by resetting their own password, even if the helpdesk is not available. They simply answer a few security questions, which were customized by Northland, and then safely and securely reset their own password without having to contact the help desk. “Students are happy that they can reset their own password at any time, even in the middle of the night,” said Smith.

ALLOWS IT DEPARTMENT TO BE MORE EFFECTIVE

Overall SSRPM has led to an overall 50 percent reduction in password resets. “SSRPM makes us more effective because it has allowed us more time to focus on other areas and other projects,” said Smith. The helpdesk no longer has to deal with a situation that users can easily handle by themselves. Smith added, “Students, faculty and staff can take control over this aspect of their account management, and not feel the stigma of forgetting their password”

SSRPM has been up and running since it was implemented and has been easily resolving the password issues users have for several years now. “It has been very pleasant to work with Tools4ever. They have done a great job of being a good partner,” said Smith.

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