TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

THE CITY OF
ST. PETERSBURG
ESSOM and SSRPM allow employees to work more efficiently

EXECUTIVE SUMMARY

CUSTOMER
The City of St. Petersburg

PROBLEM
The City of St. Petersburg's over 3,200 employees were experiencing many productivity and account lock out issues within the many applications they needed to access for their jobs.

SOLUTION
E-SSOM and SSRPM were implemented to allow users to have a single password for all their applications, and proactively reset their passwords without needing to contact the help desk if required.

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

RESULT
Employees at St. Petersburg are now able to work more efficiently and can easily and securely reset their password to get back to work.

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

As security is at the top of their list, St. Petersburg began to look for a solution to some of their password management issues for the many systems and applications they use within the City. 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 also 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.

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 own passwords by correctly answering a series of security questions, without needing to contact the helpdesk. 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 APPLICATIONS

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

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> ## "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

St. Petersburg also needed the solution to be able to work with a number of different types of applications including web based applications which 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 login to 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 10 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 improve security of their 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".