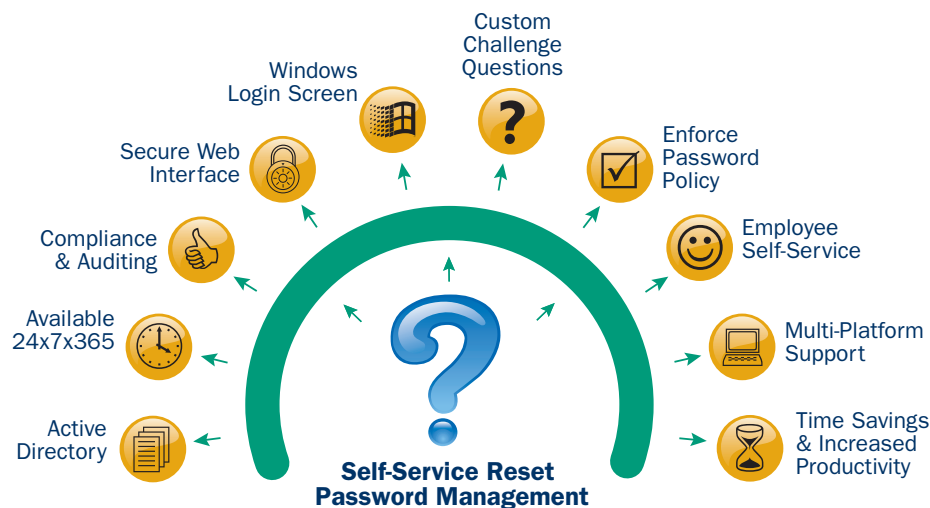


Swamped by Help Desk calls for password resets? The **SOLUTION** is

Self-Service Reset Password Management

With today's complex network environments, administrators depend heavily on their knowledgeable help desk staff to quickly resolve help requests. However, the help desk is less efficient when much of their time is spent on simple passwords related problems. The solution is easy — improve the efficiency of the help desk with Self Service Reset Password Management (SSRPM) from Advanced Toolware. With SSRPM you can virtually eliminate password calls to the help desk.



Advanced Toolware's solution streamlines the workflow for password resets before, during and after business hours. SSRPM provides immediate ROI by reducing help desk calls, improving end user productivity, and facilitating an easy rollout of stronger password management policies. There's no need to suffer reduced productivity because of increased password support calls when Advanced Toolware provides the right solution for any business.

Reduce Help Desk Calls

Improve help desk service levels with SSRPM: a proven solution from Advanced Toolware for reducing help desk call volumes. Increase End User Productivity by providing a reliable and efficient self service password option from any workstation or company web portal. Regardless of company size or industry, SSRPM alleviates the strain from rising help desk call volumes by eliminating 90% of forgotten password requests.

Triple Support Without Increasing Staff

How many password reset requests does your help desk receive per work day? 20, 50, more than 100? How many after hours? Some companies are forced to hire more staff to operate a 24 hour help desk. SSRPM triples support coverage without increasing costly overhead. SSRPM offers a true 24 hour self service solution that verifies end user's identity and resets their password using a series of challenge and response questions.

Key Features

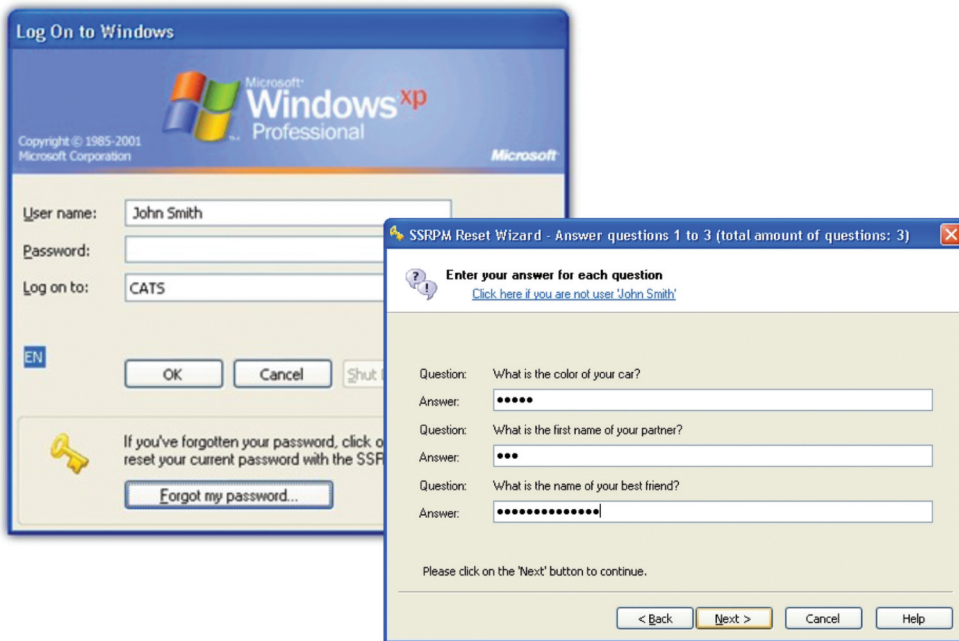
- Employee Self Service
- Enforce Password Policy
- Custom Challenge Questions
- Secure Web Interface
- Window's Login Screen
- Available 24/7
- Compliance & Auditing
- Multi Platform Support

Immediate ROI

Businesses need to run smoothly and efficiently. With SSRPM from Advanced Toolware, you will see and immediate ROI with a 30% reduction of help desk calls.

- Lower Support Calls
- Increase Service Levels
- Reduced end user down-time
- Lower end user frustration
- Increase productivity with 24 hour access to self service password reset

Visit us online at
www.advtoolware.com
or call for a free demo
1.888.770.4242



Real-Time End User Verification

Businesses often lack a secure verification method for resetting end user's passwords. Even help desks using a series of challenge and response questions often employ weak and predictable information to verify an end user. Using easily accessible data — employee id, a department name or company email address — dramatically increases the chances of a counterfeit user gaining access to a network.

SSRPM uses a secure challenge and response method that requires end users to correctly respond to a series of predefined questions. SSRPM also allows administrators to set security thresholds such as number of failed question attempts and answer complexities.

Easy Installation and Configuration

Complete a system-wide installation of SSRPM in less than 2 hours. Advanced Toolware's configuration wizard allows administrators to choose from over 20 challenge questions which adhere to domain password policies. Allow end users to enroll and begin using SSRPM from any workstation. SSRPM is quite simply, a straight-forward out-of-the-box password management solution.

Multi-Platform Support

SSRPM supports out-of-the-box connectors to many of the network operating systems, directories, databases and applications. SSRPM adds a "Forgot My Password" button to the existing log in screen or web page and is therefore suitable for any hybrid infrastructure. Our software operates with Windows, Citrix, and Web applications such as OWA and NFuse.

Simplify Auditing With Reporting and Logging

Perform auditing of password resets with enhanced reporting tools. Configure SSRPM to send a report by email informing the system administrator of the user's activity. Advanced Toolware's password management software enables businesses to exceed industry standards, including compliance regulations.

Additional Identity Management Tools from Advanced Toolware:

Password Synchronization Manager

SSRPM is complemented by our newest product: Password Synchronization Manager. PSM captures an Active Directory user password during password resets and securely synchronizes the new password with multiple systems or applications.

User Management Resource Administrator

UMRA compliments SSRPM by providing a true user life cycle management solution. Perform bulk account migrations between programs, provision and deprovision accounts, delegate resources to users, and reduce system-wide pollution from manual account management. From a user friendly, self service password reset to automated account provisioning and deprovisioning, UMRA with SSRPM provides smart account management tools for any business.

Visit us online at
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