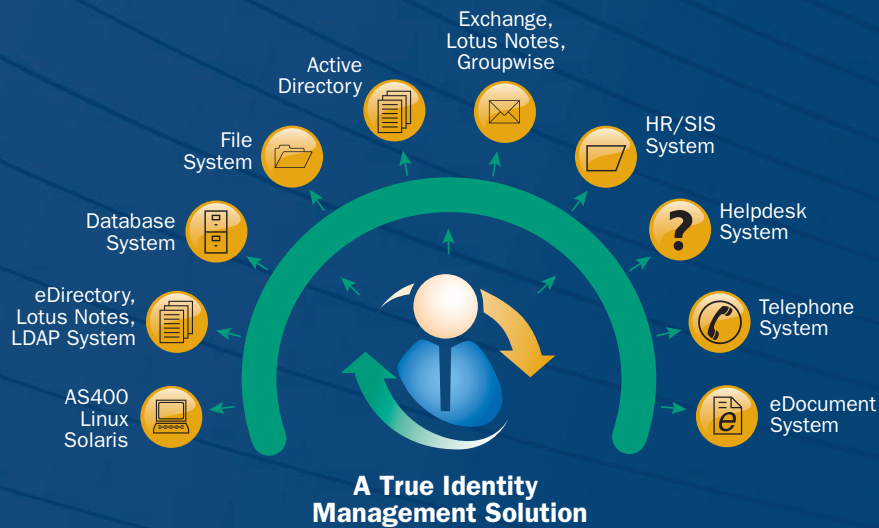


Advanced TOOLware

ADVANCING TODAY'S IDENTITY MANAGEMENT SOLUTIONS

Advanced ToolWare

ADVANCING TODAY'S IDENTITY MANAGEMENT SOLUTIONS



◆ Identity Management

- Enforces Corporate Standards
- Synchronizes Data Between Information Systems
- Upholds Complex Auditing Standards
- Delivers Automated User Provisioning
(More than 50 Out-of-the-Box HR/SIS Connectors)

◆ Self-Service Reset Password Management

- 24/7 Instant Supports
- Increased Security
- Integrated Reporting

◆ Help Desk Delegation

- Task Oriented Delegation
- Help Desk Templates
- Advanced Auditing and Reporting

◆ Out-of-the-Box Connectors

- Operating Systems
- Human Resources
- Student Information Systems

User Management Resource Administrator

Identity Management (IDM): Solving the User Account Management Dilemma

User life-cycle management is an essential process for maintaining the integrity of today's advanced network infrastructures. The challenges are many: administrators must adhere to rigid corporate standards, synchronize data between multiple information systems, and uphold complex auditing requirements. How to meet these overwhelming and growing demands with an understaffed IT department? This is the User Account Management Dilemma confronting network administrators, who are desperately seeking new solutions in these three key areas:

1. Enforcing Corporate Standards

It's extremely difficult to manually enforce company policies while trying to avoid security issues and user-account pollution. User accounts should be created and modified using only enforced company standards. But how do you enforce an interdepartmental SLA when multiple IT personnel are working on different sectors of user account management, possibly using their own interpretation of company policies?

2. Synchronize Data between Information Systems

Numerous conflicting priorities can arise when an organization notifies its IT department concerning the creation, modification or deletion of a user account. New user accounts must be created error-free in a fast and timely manner to ensure minimal downtime for a new hire. But what if those users require accounts in multiple information systems? The request becomes increasingly complicated, requiring more time and resources, sometime taking up to two weeks to complete from the time the HR department notifies the IT department. How do you avoid these inefficiencies and create a process that ensures zero employee downtime, eliminates human error, and keeps user account information up-to-date and secure?

3. Upholding Complex Auditing Standards

Corporations and non-profit organizations, such as Universities or Government agencies, are increasingly subject to regulations that have a

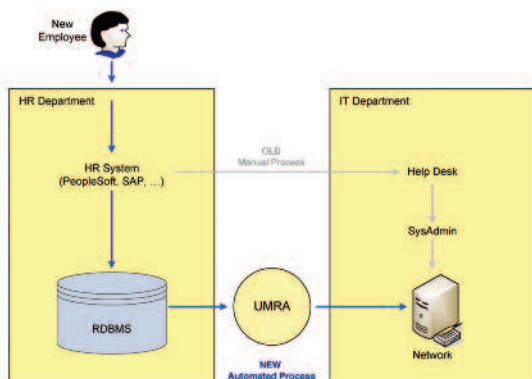
profound impact on IT governance. Legislative initiatives such as Sarbanes-Oxley, Gramm-Leach-Bliley, and HIPAA require stronger security and increasingly sophisticated audit logs to protect sensitive business processes. The common theme in all of these regulations is the critical role of IT auditing in protecting both corporate governance and privacy. Because every multi-user computer system depends on authentication, access controls and audit logs (AAA) for its security, it follows that the regulatory environment mandates an effective AAA infrastructure. How are you going to simplify your organization's User Account Management while staying compliant with today's complex auditing requirements?

THE SOLUTION

Advanced Toolware LLC, in partnership with Tools4ever BV, has developed a powerful but simple-to-use software solution to solve the User Account Management Dilemma. Our "User Management Resource Administrator" (UMRA) is an Identity Management solution with Automatic User Account provisioning, built-in auditing, and the flexibility to adapt to your organization's standards and protocols. UMRA clearly sets the standard as a low-cost, high-performance investment that delivers quick implementation (typically in just a few days), easy maintenance and more than 50 out-of-the-box connectors to source and target information systems.

Automatic User Account Provisioning

One of the many advanced features provided by UMRA is the ability to integrate user account management tasks with existing (HR) applications. With this innovative feature, it's now possible to synchronize user account information in the HR system with the user accounts in a (hybrid) network. This greatly simplifies the manual or delegated process of user account management and strongly reduces the overall costs.

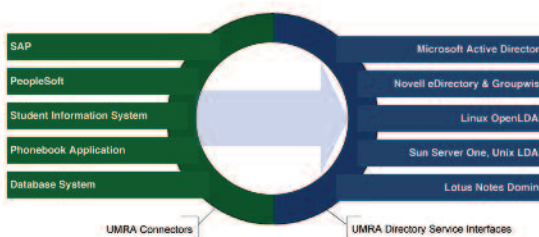


Integrating with your organization's HR system, UMRA performs automatic updates to the directory service, and other applications, in the background. For example, when an employee starts with the organization and the HR system is updated, UMRA detects the change and updates the user accounts in the network, creating an account in Active Directory and, where applicable, other systems as well. Conversely, when an employee leaves the organization, UMRA also detects this change and disables or deletes the account from Active Directory and other systems. In most cases, different departments can take care of the updates in both the HR system and the user account in the network directory service (Active Directory, Exchange, help desk application, online phone or address book, Lotus Notes, the ERP System).

Typically, a company's HR system provides far better controls when compared to other user accounts in the network. Think about it. Employees rarely receive a paycheck once they leave the company, but it is not an infrequent occurrence for their user account to remain intact. Given the growing number of governmental regulations (Sarbanes Oxley, HIPAA etc.), it is imperative that companies control, audit and log employee account information more efficiently. UMRA delivers the tools to do exactly that.

Because of its open architecture, UMRA supports any type of integration. Indeed, over 50 out-of-the-box UMRA connectors are available to integrate, including Lawson, SAP HR, PeopleSoft, ADP and many others with Microsoft Active Directory, Novell eDirectory, Novell GroupWise, Lotus Notes Domino, Linux OpenLDAP, Sun ServerOne and other LDAP based directory services. With UMRA's open architecture the number of connectors is truly limitless.

This integration with various systems simplifies the overall procedure of User Account Management. With an integrated system, fewer and less skilled people are required to complete the same overall procedures. This significantly reduces the overall costs, process execution time and number of errors. UMRA also features extensive reporting and logging capabilities. Out-of-the-box, UMRA provides detailed who/what/when reports that describe all the user account management operations that have been executed. UMRA can export the reports in various formats to update administrators and show the latest changes that were executed.



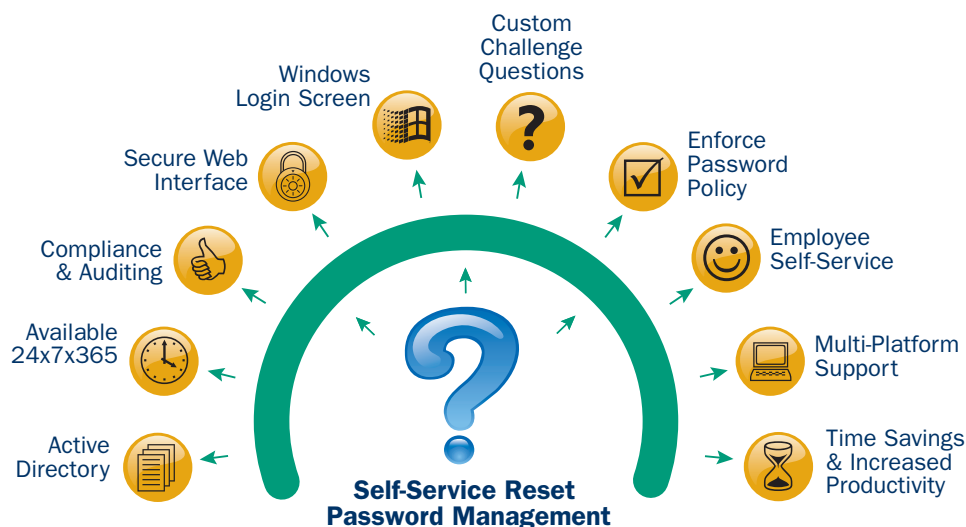
DOWNLOAD A COPY TODAY!

W W W . a d v t o o l w a r e . c o m

Self-Service Reset Password Management

Top reasons that users call their IT Help Desk: **Password Resets**

“Password problems, including the need to reset them, make up one-fourth of the calls to corporate IT help desks.”



Less Involvement of the IT Staff

Managing the modifications made to existing user accounts is an ongoing challenge for organizations that use Microsoft Windows Active Directory. One of the most frequent changes made on a daily basis is resetting user passwords. It's a time-consuming and costly procedure. As every administrator knows, forgetting a password not only creates downtime because the employee cannot log in, it also requires additional time and effort by an Administrator or Account Operator to reset the password.

THE SOLUTION

With Self-Service Reset Password Management (SSRPM), end-users can reset their own passwords by simply answering a series of challenge questions (e.g. "What is your favorite book?"). After installation of the SSRPM User Client Software, a "Forgot my password" button is placed on the Windows Login dialog box. Users can walk up to any enabled computer and reset

their password quickly and easily, drastically reducing user downtime and increasing productivity by significantly reducing the number of calls to the Help Desk. Advanced features of SSRPM also allow organizations to implement an easy-to-use web interface with a complete detailed auditing and reporting system.

Feature Overview:

- Easy-to-use wizard to roll out SSRPM into the organization
- Configurable for a domain or OU
- Enforces domain password complexity options
- Different security levels can be used, from weak to strong
- End-user answers are encrypted and stored with MD5 hash
- Sys Admin can be notified via e-mail when an event occurs
- Can unlock user when they reset their password
- Friendly Web Interface
- Database backend for reporting and auditing

Self Service Reset Password Management

The Self-Service Reset Password Management suite provides users with an interface that is both secure and easy-to-use. At the same time, administrators maintain full control over the validation process, from determining the validation questions to specifying how many questions must be correctly answered to allow a password reset. This added level of administration control virtually eliminates any errors in the password reset process.

Increased Security

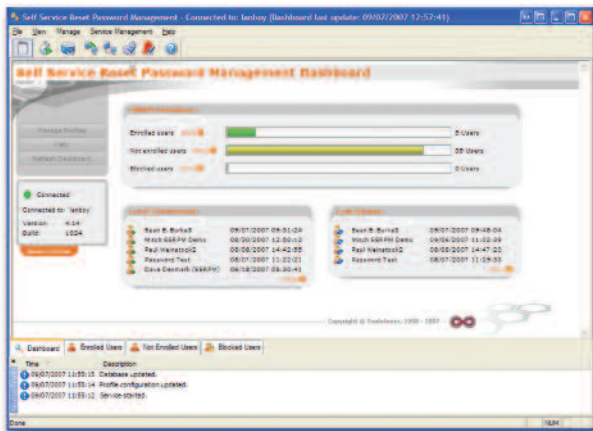
Identities are securely authenticated through a series of challenge and response questions. As an additional security feature, SSRPM allows administrators to set the number of failed attempts before the account is locked out.

24/7 Instant Support

SSRPM provides offer instant 24/7 password reset service to your organization, an especially helpful feature for any organization that allows employees/students to have 24 hour access to their networks.

Integrated Reporting

Thanks to its customizable auditing and reporting features, SSRPM functions as an integral part of your organization's auditing process. Driven by a SQL backend, SSRPM allows complex reports to be generated with minimal effort. Perfect for any organization dealing with SOX, HIPAA, SEC, and GLBA type requirements.



Email Notification

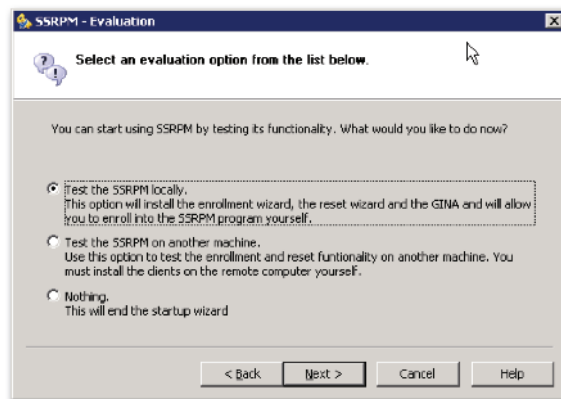
Organizations can customize SSRPM to send notification emails to both the administrators and end users when password resets occur.

User Client Software

Based on a GPO on an OU/domain, a small piece of software is distributed to every workstation in the corresponding OU/domain. This software communicates with the central SSRPM Service to allow end-users to reset their passwords and adds an extra "Forgot my password" button to the standard Windows logon dialog.

SSRPM Service

The central SSRPM service stores all the answers in the SSRPM database (as an MD5 encrypted irreversible hash value) and processes the reset password requests. The service is installed during the installation process of Self Service Reset Password Management. For a successful installation, the service must have access to a Windows Domain Controller. The service is managed by the SSRPM Admin Console.



Admin Console

The SSRPM Admin Console is operated by the system administrator and the help desk. It guides the administrator through the installation of the central SSRPM service. The Admin Console also assists in the enrollment process and in monitoring service events (for instance: password resets or end-user enrollments) during normal operation through the SSRPM Dashboard and several overviews.

User Management Resource Administrator Help Desk Delegation

Managing user accounts is a relatively simple process for senior administrators. From naming conventions and creating home and profile folders with permissions to group memberships, Exchange mailbox, shares, and synchronizing with other applications or systems, they have the ability to process all the steps involved in creating a user account. But in terms of operational efficiency, utilizing the considerable expertise of a senior administrator to perform these routine tasks is simply not a cost-effective option.

Empowering the Help Desk

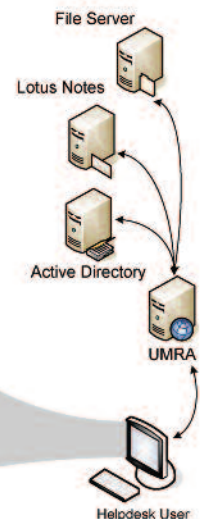
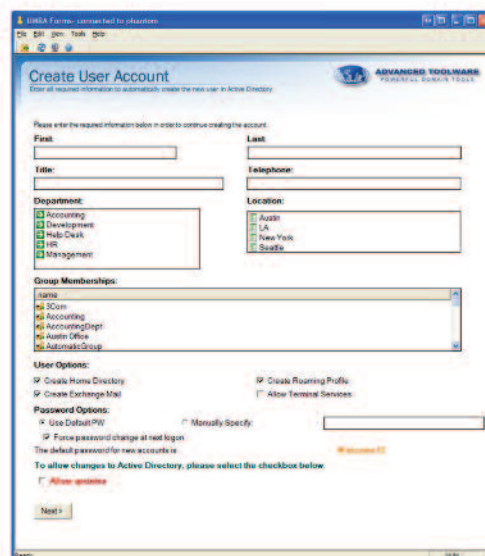
Unfortunately, the task of user account management simply can't be given to someone with limited technical skills. The challenge is to empower helpdesk employee with the ability to perform these tasks without assigning too many privileges or expecting them to master a complicated operating manual.

Two purported solutions to this problem—using Active Directory's "Delegation of Control" or building scripts—present major difficulties. "Delegation of Control" involves a complex setup. It doesn't feature an easy-to-use GUI and only delegates permissions in the AD itself, leaving the NTFS and other systems untouched. Another weakness is its inability to enforce company policies, for instance, naming conventions. Scripts or any custom developed applications are more adequate solutions, but they require considerable effort to develop and maintain, often do not cover all areas of user account management and have a complex interface.

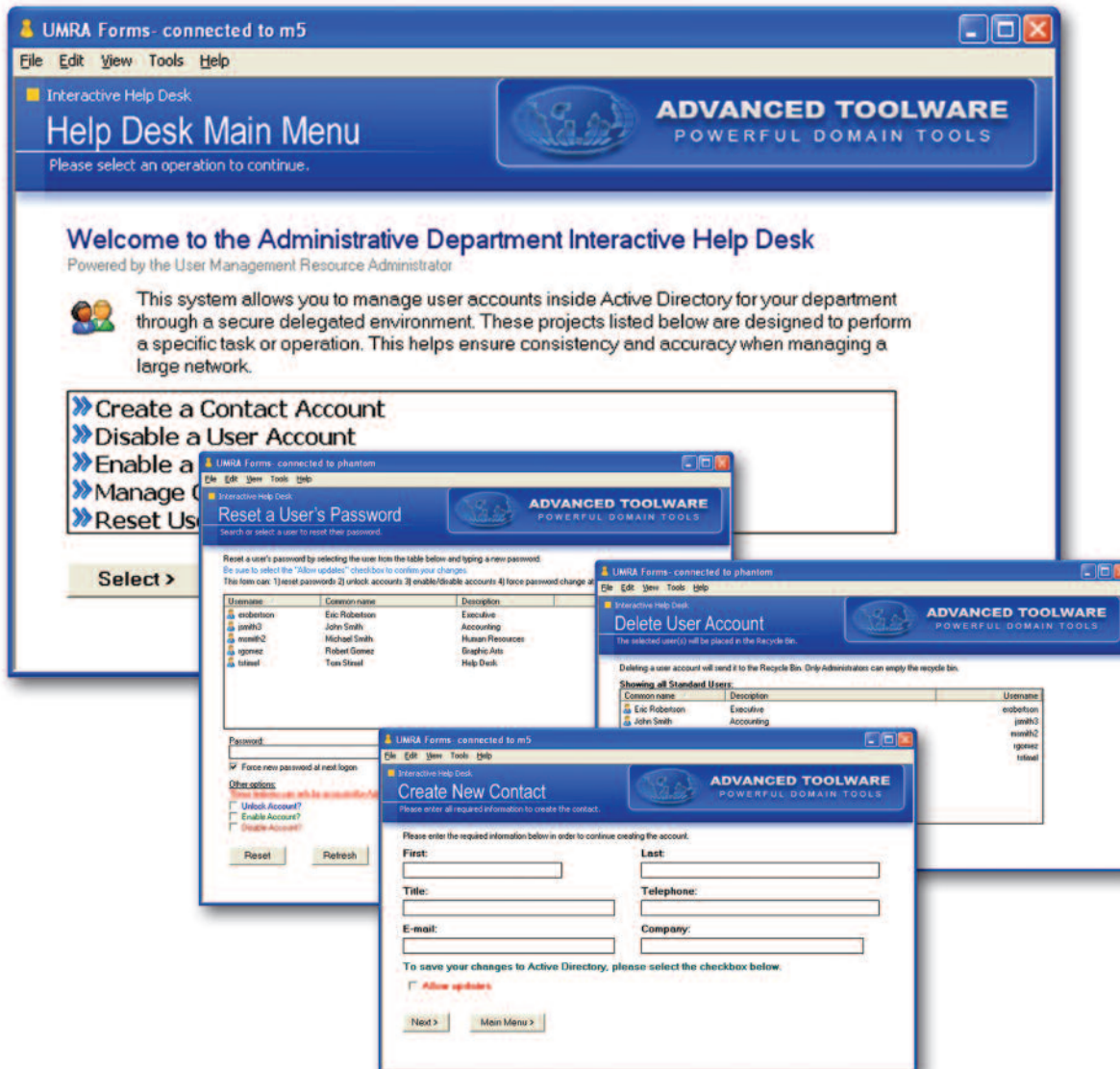
THE SOLUTION

User Management Resource Administrator (UMRA) solves all these problems with its Delegation module, specifically designed to ensure the correct management of user accounts is automatically enforced.

Equipped with the power of UMRA's "task oriented delegation solution," senior administrators have the ability to delegate common tasks such as creating, editing, and deleting user accounts to HR and help desk personnel without increasing network privileges. This delegation also increases work efficiencies by allowing senior administration to focus their expertise on higher level work. And thanks to UMRA's advanced auditing and reporting feature, all activity is logged for future use, an essential feature for any organization needing to comply with SOX, HIPAA, SEC, and GLBA type requirements.



UMRA Can Be Fully Customized to Meet Your Corporate Standards



Create a task-oriented customized Interactive Help Desk for a secure delegated solution

- Template-driven Solution
- Optimized Development Environment
- Powerful Database Logging and Auditing
- LDAP-compliant Directory Service Integration
- Integrated Exchange, Service & Printer Control
- Secure Delegated Environment for Windows
- HR/SIS Database Synchronization to AD
- Streamline Complex Network Management Tasks
- More Powerful than VBScript
- Lower TCO by Delegating Tasks to Non-Admins

DOWNLOAD A COPY TODAY!

W W W . a d v t o o l w a r e . c o m

Out-of-the-Box Connectors

Save valuable time by utilizing over 50 out-of-the-box hr/sis and directory system connectors.

Operating Systems

Windows 2000/2003
Windows NT
AS/400
HPUX
Linux
Solaris
VAX VMS

Human Resource

ADP
SAP HR
Lawson HR
PeopleSoft
Beaufort - RAET
Ceridian
Datatel
HR Office
Performance Impact Workplace
Persmaster – LogicaCMG
PIMS – Centric
PMS – LogicaCMG
UltiPro
Unit4 Personeel

Help Desk

ExpertDesk
HP Service Desk
TopDesk
TrackIT

Student Information System

AeriesCS
Banner
Magister
nOISE
Pentamation
PowerSchool
SASlxp
SchoolPlus
SIMS
Skyward
Zangle

Electronic Learning Environment (ELO)

BlackBoard
Fronter
IT's Learning
Moodle
Teletop
Renaissance Learning
Easy Grade Pro
Riverdeep
Orchard Software

Phone systems

Cisco VOIP
Siemens

Applications

Telestaff
Yardi

Directories

Active Directory
eDirectory
LDAP compliant
Lotus Notes
OpenLDAP / Open Directory
Oracle Internet Directory

Resources

Exchange
Google Apps
GroupWise
Lotus Notes
NTFS
SAN/NAS devices

Database

Filemaker Pro
Informix
ODBC compliant
OLE DB compliant
Oracle
Progress
SQL Server
SQL92
Sybase

Advanced Toolware

ADVANCING TODAY'S IDENTITY MANAGEMENT SOLUTIONS

Advanced Toolware LLC, in partnership with Tools4ever BV, specializes in managing user account information throughout the entire network and offers software solutions that greatly simplify user account management. With thousands of customers worldwide, Advanced Toolware and Tools4ever are committed to delivering superior products and customer support.

Tools4ever
products

Microsoft
GOLD CERTIFIED
Partner

OFFICE LOCATIONS:

North America

Seattle, WA
New York, NY

Europe

The Netherlands
United Kingdom
Germany
France