

certero Passworks™

Self Service Password Management



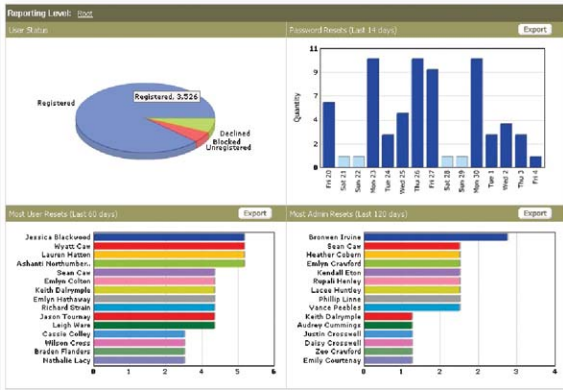
Reduce calls to the Service Desk and improve service to users with Passworks™

With Passworks™ organisations can now address the age old problem of lost productivity by allowing users to reset their own passwords safely and securely.

The Challenge

On average, password reset requests make up 10 - 30 percent of all help desk calls, with each request costing from \$51 to \$147 in labour costs[1]. Many of these calls are from users who have forgotten their Windows password and are unable to logon to their PC. Unless they can speak to a representative quickly and identify themselves they could be without a computer and unable to work for a significant period of time.

[1] Password Reset: Self-Service That You Will Love (Gartner Research Note T-15-6454)



Key Features

- Active Directory Integration with any number of domains
- Full auditing of all password resets either by self-service or administrators
- Add/Edit/Delete questions that your users can choose from during registration
- Configure the number of questions you want your users to answer
- Set the number of allowed attempts before users are blocked
- Reset user passwords through the web interface just like the 'AD Users and Computers snap-in', without delegation of 'Account Operator' or 'Domain Admin' privileges
- Comprehensive alerting to both users and/or administrators
- View password reset reports by organisational unit
- Advanced client-push technology for easy deployment
- Answers stored using one-way encryption
- Works with third party encryption software
- Compatible with all Windows versions from 2000 upwards including server operating systems and 64-bit versions of Windows
- Reset password securely from the Windows Login screen - no need to use a different PC
- Register once from any PC
- Enforces existing company password policies, e.g. Password length, complexity, & history
- Fully encrypted Client/Server communication
- Display your logo on the Windows XP Login Screen

About Passworks™

Certero Passworks™ is an easy to use self-service solution that will help you significantly reduce the costs associated with resetting Windows passwords. Users can securely reset their own password and continue working, lowering user downtime and freeing up valuable helpdesk resources.

Certero Passworks™ utilises Web 2.0 technologies and can be administered using any modern web-browser. Administrators can define user registration & reset policies, configure alerting options and manage, deploy and configure the Passworks™ Client, all from a simple to use web console.

Through a simple change to the Windows Login screen, users can quickly launch the Passworks™ Wizard and reset their password.

Key Benefits

- Save thousands of pounds on associated password reset costs
- Reduce the number of calls in to your service desk and free up valuable resources
- Report and compare the number of times passwords are reset either as self-service or by an administrator
- Alert users and/or administrators when password resets occur
- Comply with government programmes such as Code of Connection



A number of password reset tools require that users access a web interface to reset their password. With Certero Passworks™ users can reset their password from the Windows Login Screen without having to use another PC.



Using a simple challenge/response technique of users picking and answering a series of questions, users can securely reset their Windows password without having to contact your service desk.

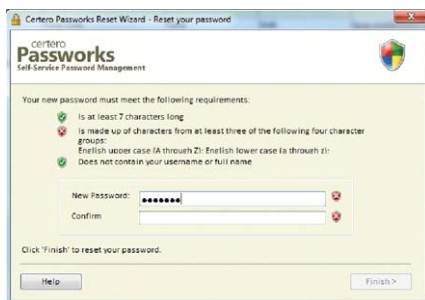
Security

All user responses are stored in the database using secure, one-way, MD5 encryption, meaning that no-one can find out what answers a user may have entered. In addition, all communication between client applications and the web server is encrypted, meaning data is undetectable even by packet sniffers.



Auditing

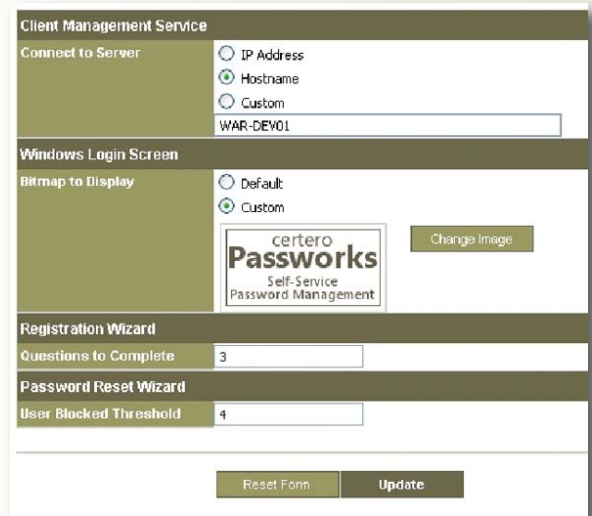
What happens if someone guesses a user's answers and successfully resets their password? Every action in Passworks™ is audited so when a password is reset, the computer name and IP address from which the attempt was made is logged in the database. The end user is also sent an email alerting them of the password change, asking them to contact the service desk immediately if they did not do it themselves. These messages are fully customisable within Passworks™ and can be tailored to your requirements.



Customisation

Certero Passworks™ comes with 20 sample questions that you can add to or edit. Registration and Reset options such as the number of questions required and the number of attempts allowed can be set according to your company's policy.

A number of sample email templates are provided which can be changed to suit your requirements. Information such as the affected user or the device on which a password reset was performed can easily be inserted into all alerts.



Certero Products are Compatible with Windows® 7 and have been tested to meet all of the technical requirements to be Compatible with Windows® 7.



About Certero

Certero helps companies achieve the best value from their IT investment and eliminate wasted spend on IT business assets. With public and private sector experience, Certero is the only independent software vendor of IT asset management and power management solutions in the UK.

Customers include Linpac, Diodes, Crown Paints, Warburtons, Nice-Pak, Gentoo Group, CoFunds, Swinton Insurance, Royal Air Force, Bradford MDC, Hull City Council, Carmarthenshire County Council, Xentrall Shared Service, Wiltshire NHS, Manchester NHS, Barnsley NHS, Epsom & St Helier University Hospitals, Birmingham Childrens Hospitals, North Mersey HIS NHS, University of Greenwich.

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