

Fischer Identity™

Turn Identity Management into a Strategic Advantage



Password Reset & Synchronization

**Simplicity.
Strength.
Secure All
Your Doors.**

DRIVE DOWN HELP DESK COSTS AND KEEP USERS PRODUCTIVE

Fischer **Password Reset and Synchronization** creates a secure, compliant environment that mitigates the risks and costs associated with managing and resetting passwords across multiple systems.

Virtually overnight, you can reduce your help desk costs and enforce your organization's password policies by empowering users to reset their own forgotten passwords – whenever they need, and from any location using an interface they'll intuitively understand.



Solve These Business Issues Within Days

Many organizations struggle to balance the high cost of resetting forgotten passwords with the requirement for sufficiently-strong password policies to secure their IT assets.

Insufficiently strong passwords invite security breaches, yet **clamping down too tightly can mean lost productivity and even lost sales as workers impatiently wait for the help desk or administrators to reset their passwords.** The problem is often compounded by policies that force users to periodically change their passwords, as some users resort to writing their passwords in nonsecure locations, sometimes even within plain sight. Organizations also need to have stronger password policies for some groups / roles than for others.

Most password solutions can't reset domain passwords, so users still call the help desk to reset LAN passwords; and when users enter a password that doesn't meet the rules, they're left guessing how to correct it.

➔ Data Security Problems

- Weak passwords can easily be guessed or hacked: password policies are often not enforced
- Strong password policies can actually reduce security: users often write and store passwords in obvious locations

➔ Help Desk Challenges

- High help desk costs: most help desk calls are for password reset, typically at a cost of \$15 - \$35 each
- Overprivileged help desk personnel create technical problems: unnecessary administrative privileges are often required
- Insufficient password controls: help desk-assisted resets often give staff access to user passwords

➔ Compliance & Audit

- Proof of enforcement: regulations demand that password policies not only exist, but are enforced
- Expensive, disruptive audit preparation: difficult to reconcile password event logs and users across multiple systems

Strategic Advantages

Drive down help desk costs

Improve service and satisfaction levels for users

Mitigate risk of inappropriate access to resources

Maximize user productivity

Minimize the number of passwords to remember

Safeguard access to sensitive corporate and personal data

Improve compliance with automatic enforcement of password policies

Quickly and accurately respond to audits

Prove password policies are clearly documented and enforced

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ENTERPRISE-CLASS PASSWORD RESET & SYNCHRONIZATION FOR ANY-SIZED BUSINESS

For over 25 years, Fischer has helped organizations of all sizes secure and streamline their businesses using our advanced solutions. As you would expect, we've supported just about every type of system imaginable, from home-grown systems and COTS solutions, to open-source, shareware, and freeware products. This depth of support translates to broader and more reliable security coverage because Fischer solutions are ready to work with a wide variety of systems across all types of platforms: mainframe, UNIX, Windows and desktop. You can enforce stronger password policies across more systems while actually decreasing the burden placed on users. Here are a few examples of how our experience brings value to your business.

- **Control costs by reducing expensive calls to your help desk – typically \$15 or more per call**
- **Enforce your password policies across more systems: Windows, legacy, ERP, UNIX, etc.**
- **Use a single, strong password for multiple accounts and systems**
- **Users remain productive through remote password resets**
- **Quickly create passwords that comply with any number of password policies**
- **Simplify password resets by the help desk without costly errors or risk of misconduct**
- **Secure challenge / response authentication to never email passwords again**
- **Reset passwords from Blackberry, iPhone, and other mobile devices**
- **Quickly maximize user adoption with intuitive, flexible self-service user interface**
- **Secure: never stores user passwords and all sensitive data are encrypted**
- **No desktop footprint required**



Finally, Identity Management for any-sized organization and any procurement model

- **Traditional on-premise**
- **SaaS**
- **Hosted**
- **Remotely Managed**



**Fischer:
Trusted Data Security
for More Than 25 Years**



Built for Business... Yours™

For more information

Fischer Identity removes the complexity of identity management to enable organizations to focus on automating and managing business processes instead of technology. Ask your Fischer Representative for additional information or visit www.FischerInternational.com.

USA: +1 239-643-1500

info@fischerinternational.com