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## **Staffordshire County Council Boosts Productivity with Tools4ever's SSRPM**

*Gloucester, UK, May 30, 2011* – Tools4ever, the market leader in Identity and Access Management solutions, today announced that Staffordshire County Council is using Tools4ever's Self Service Reset Password Management (SSRPM) solution to enable network users to manage their password resets on their own. 8,000 users of the County Council leverage Tools4ever's cost-effective, user friendly and secure password reset solution to reset their own Active Directory and other systems/applications passwords. This significantly reduces the need for helpdesk and system administrators to service these requests and therefore improves their service level and saves time and money.

Network users enroll into SSRPM by providing self-identifying attributes and when a password reset is required their identity is confirmed using those same attributes and the user can then proceed with the password reset process. SSRPM can be used 24/7, remotely, even outside the working day or in the weekend.

Using SSRPM the Staffordshire County Council has boosted the efficiency of the helpdesk and the productivity of end-users. Because end-users can modify their own passwords directly, they remain productive. It has also reduced the number of calls to the council's service desk from almost 200 per month to near zero. Resetting a password takes up on average 5 minutes staff time, resulting in a big, unnecessary administrative load for the service desk.

"We did an analysis of the amount of calls to our helpdesk and one of the biggest issues was password resets, particularly network password resets," commented Vic Falcus, head of ICT Service Management at Staffordshire County Council. "What we were trying to do is remove waste and we looked for a solution to automate the resetting of Active Directory passwords. We defined SSRPM as the best and most cost-effective solution in the market. The solution was deployed simplistically and the implementation and integration was painless. Looking at ROI this solution is the sensible thing to do. It significantly reduces the demand on the service desk who we want to be working on more valuable support activities."