Get self-service of passwords with HPE Service Anywhere – FREE Version!

November 10, 2016

Today's Speaker:

Finn Jensen
CEO
FastPassCorp
Founder, IT Management & Leadership Forum

The webinar will begin shortly.

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November 10, 2016

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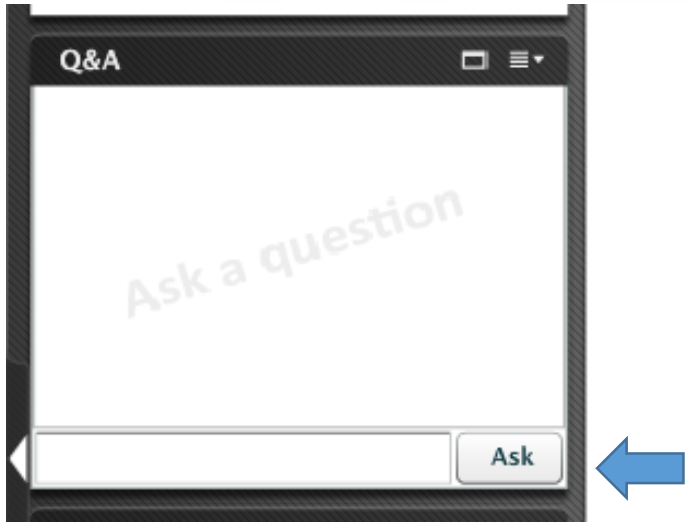

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FastPass & HPE:

ITSM self-service of **passwords**
Strong business case

Finn Jensen CEO

FastPassCorp
THE FUTURE OF SELF SERVICE IDENTITY & ACCESS MANAGEMENT

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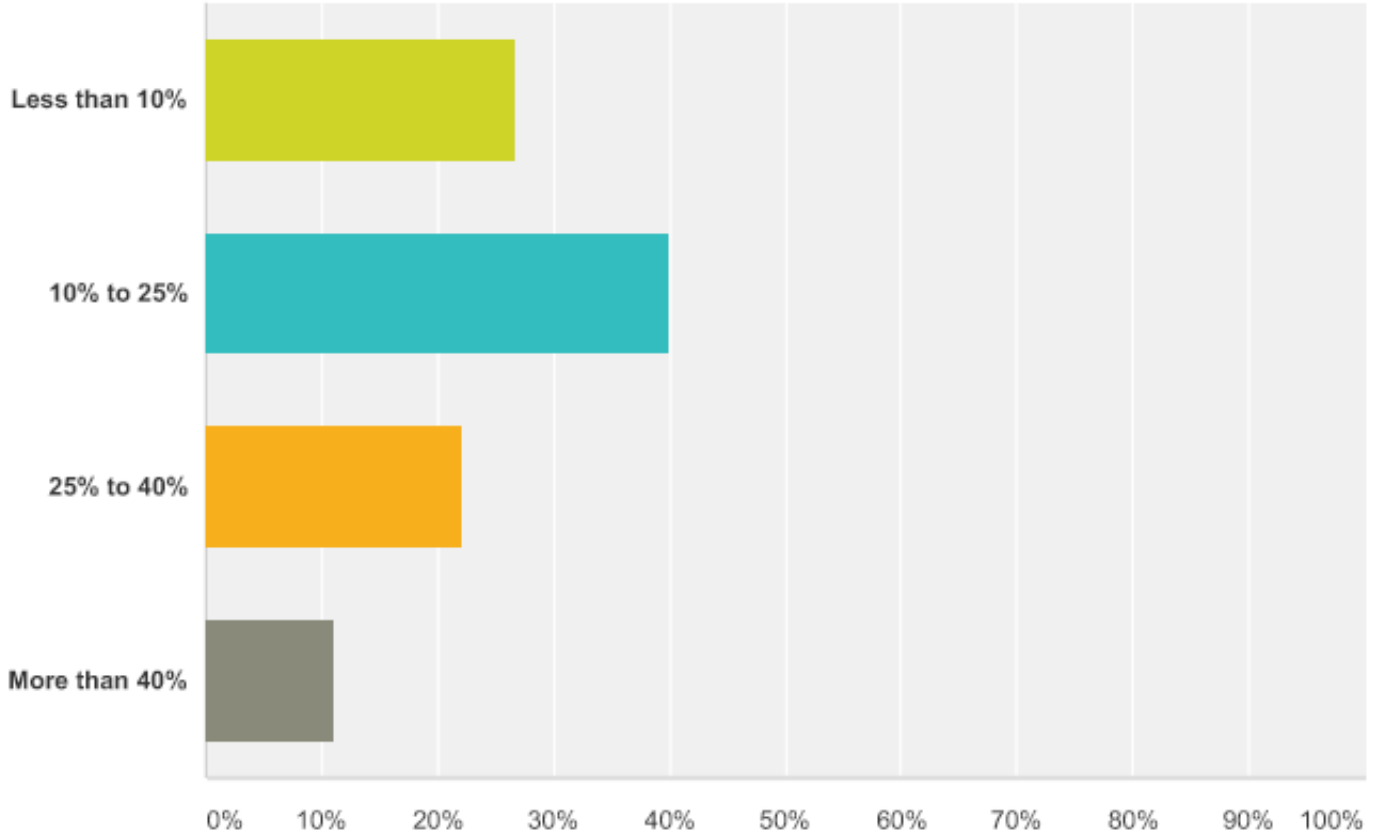
SERVICE DESK is about USER SERVICE & PRODUCTIVITY

ITSM, ITIL, SELF-SERVICE

Q5 What percentage of total calls to the service desk are password related?



Average: 24%

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WHAT'S IT ABOUT?
COST AND RISKS ASSOCIATED WITH PASSWORD PROCESS

- **Consequences of misuse of passwords**
  - Fraud
  - Disclosure of private information
  - Mistrust of IT
  - Breach of EU GDPR 2018 (Data protection regulation)

- **Lost user productivity**
  - Can't work outside business hours
  - Specific BYOD problems cost time
  - Remote PC-users can be lost!

- **Service Desk**
  - 25% of calls unnecessary
  - Cause for employee turn-around

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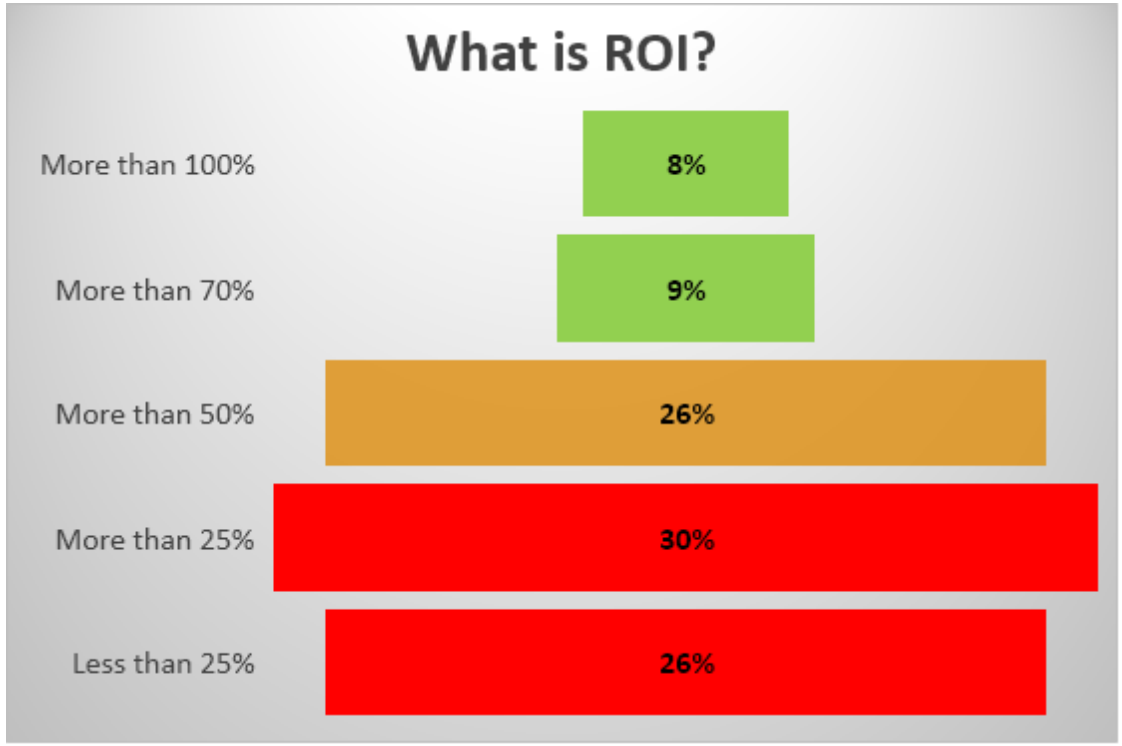
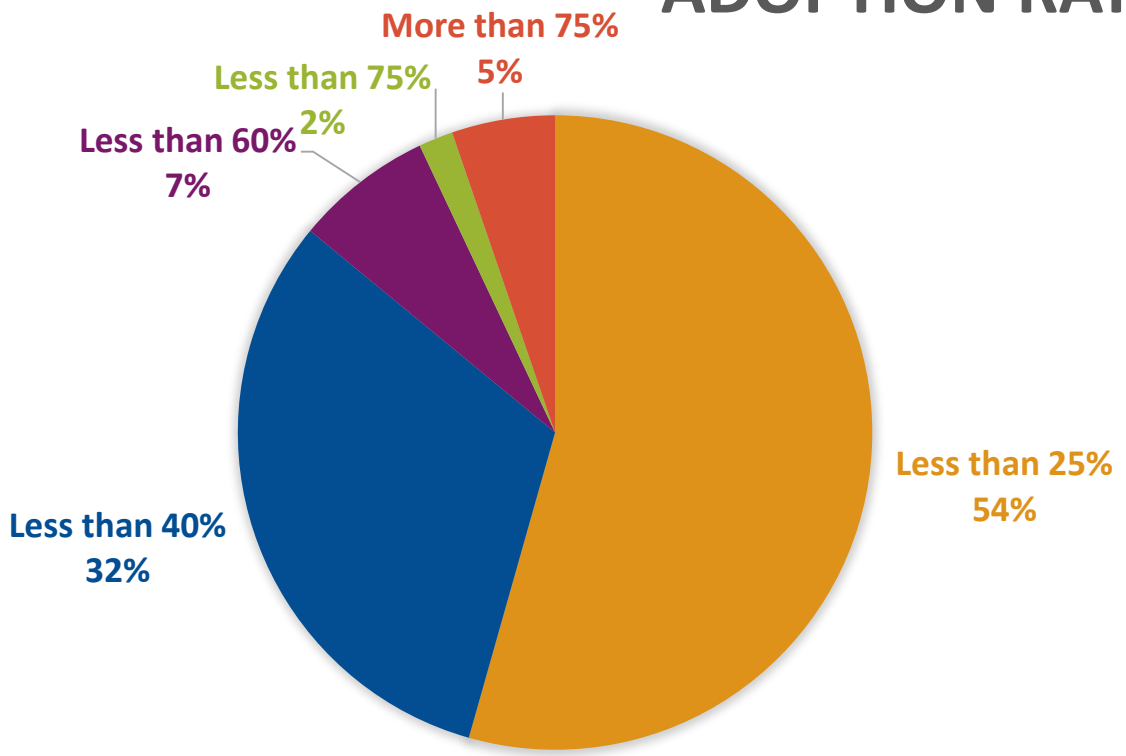
60% HAS A SELF-SERVICE SOLUTION, BUT:
RETURN ON INVESTMENT IS VERY LOW

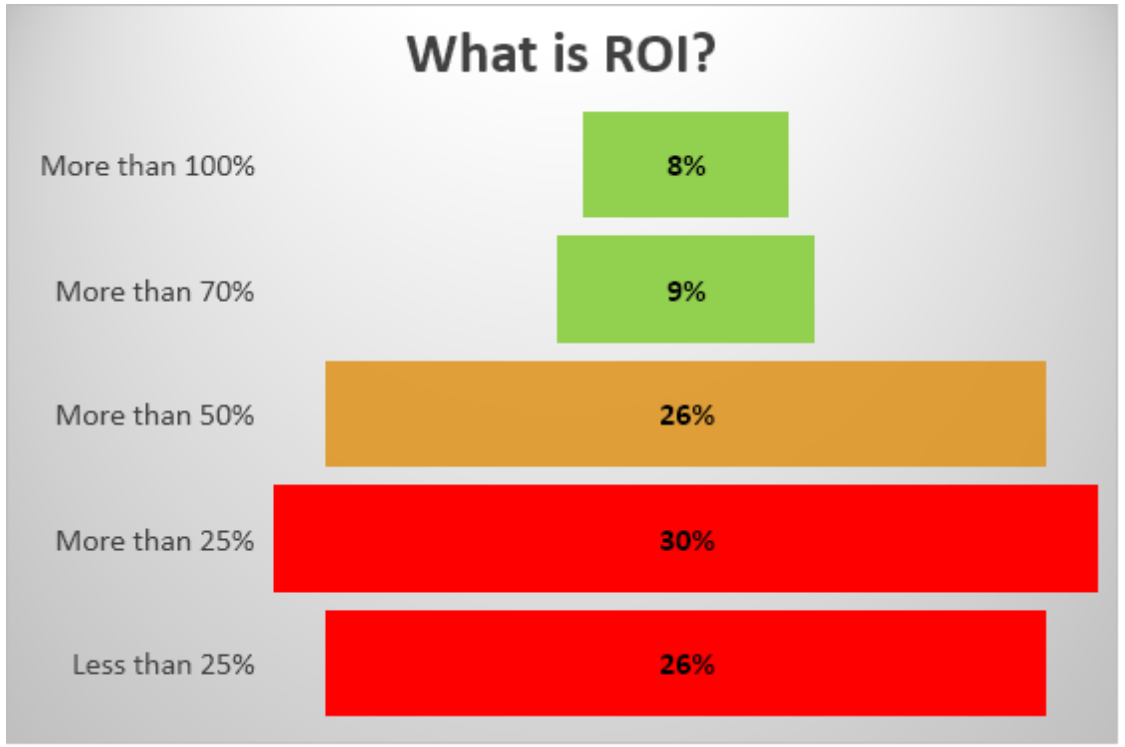


SDI Service Desk Institute

MARK MARKET SITUATION (SERVICE DESK INSTITUTE)
ONLY FEW USERS USE SELF-SERVICE

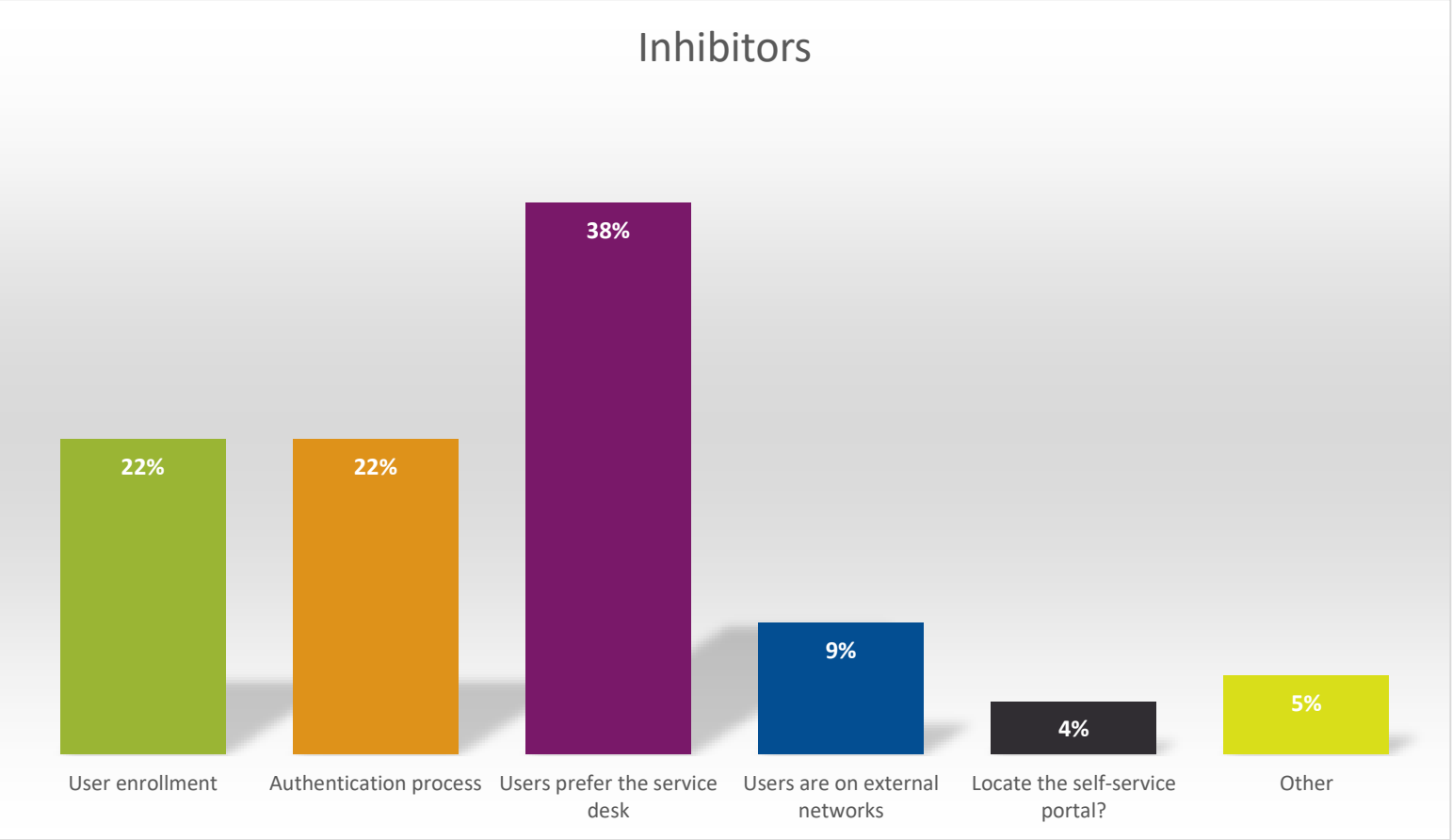
ADOPTION RATES





86% of companies achieve less than 40% adoption or success rate!!

MARKET SITUATION (SERVICE DESK INSTITUTE)
WHAT'S THE PROBLEM –INHIBITORS?



82%:

Enrollment
Authentication
Service desk contact

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WHAT FASTPASS CUSTOMERS SAY: 70-90%

1500 users

Winston Hughes,
Vice President IT

front porch

… about 90% use FastPass to reset their passwords. So we've seen a substantial reduction in calls to the help desk.

We now have about 70% of all password resets and domain account unlocks completed through the self-service portal.

22000 users

sssft.nhs.uk

Pete Townley
Lead Service Delivery

4000 users

FREDERIKSHAVN KOMMUNE

Per Kristensen
IT project manager

FastPass handled 2,531 password calls, or more than 80% of the total password calls from all the users.

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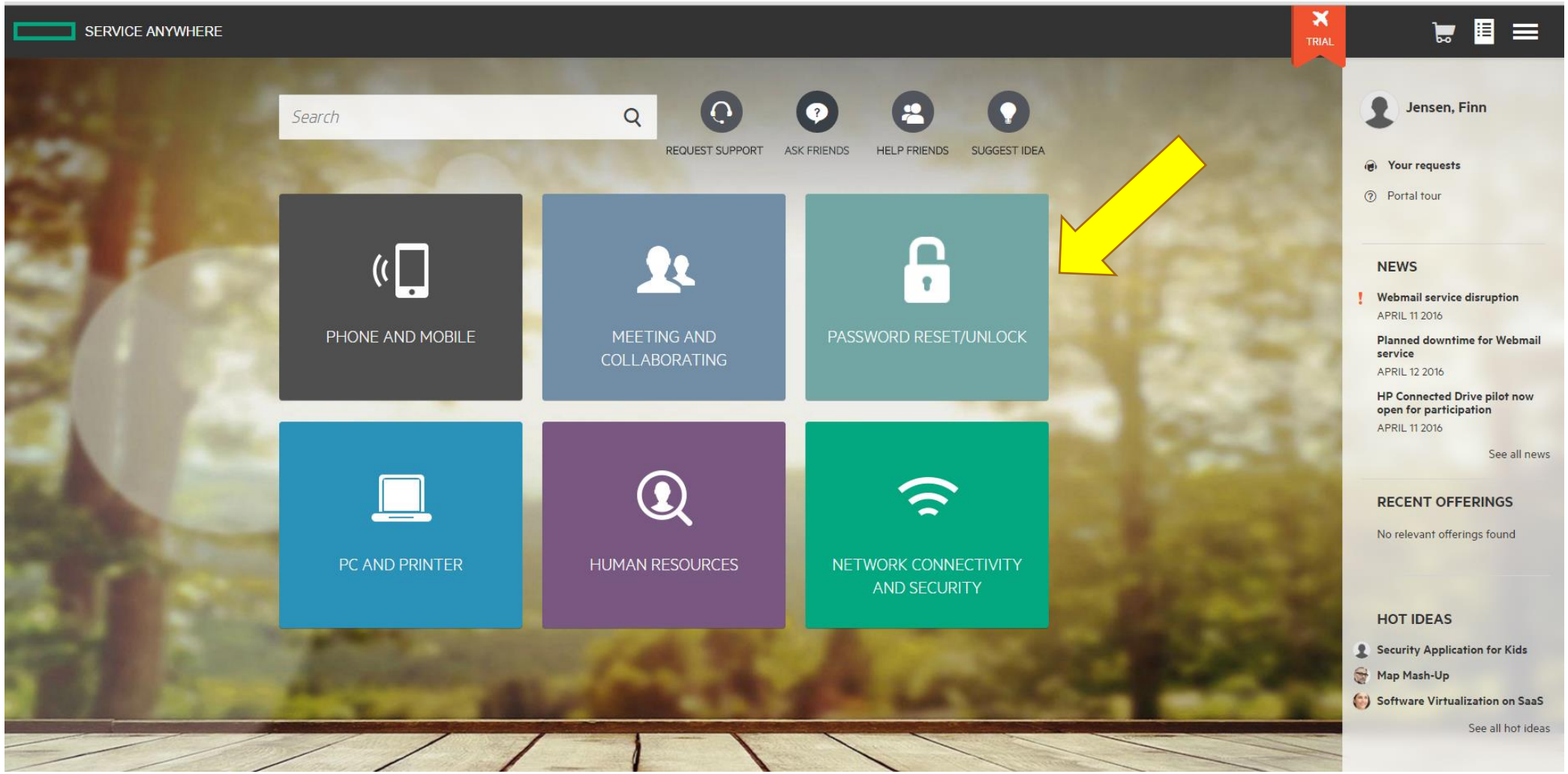
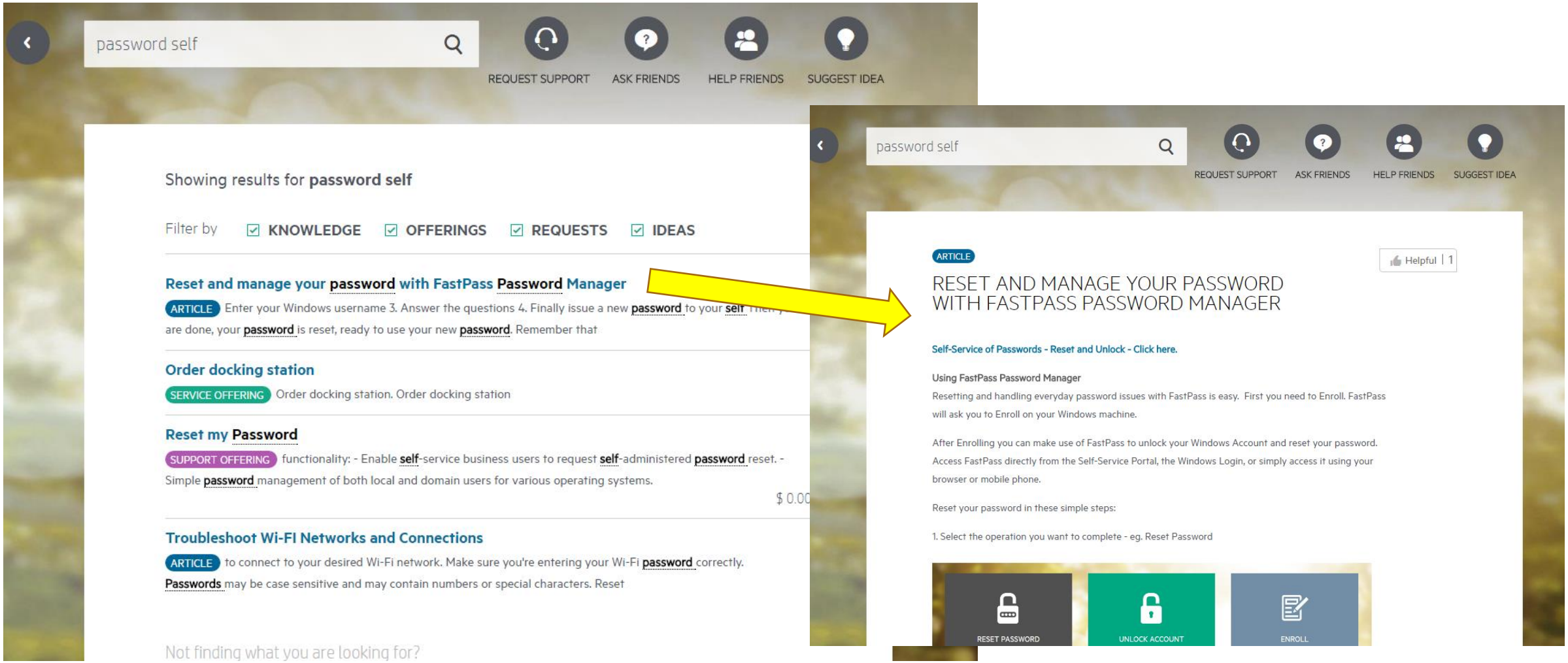
Entry solution:
FREE FastPass CLOUD (2000-30,000 users) for HPE & VIVIT

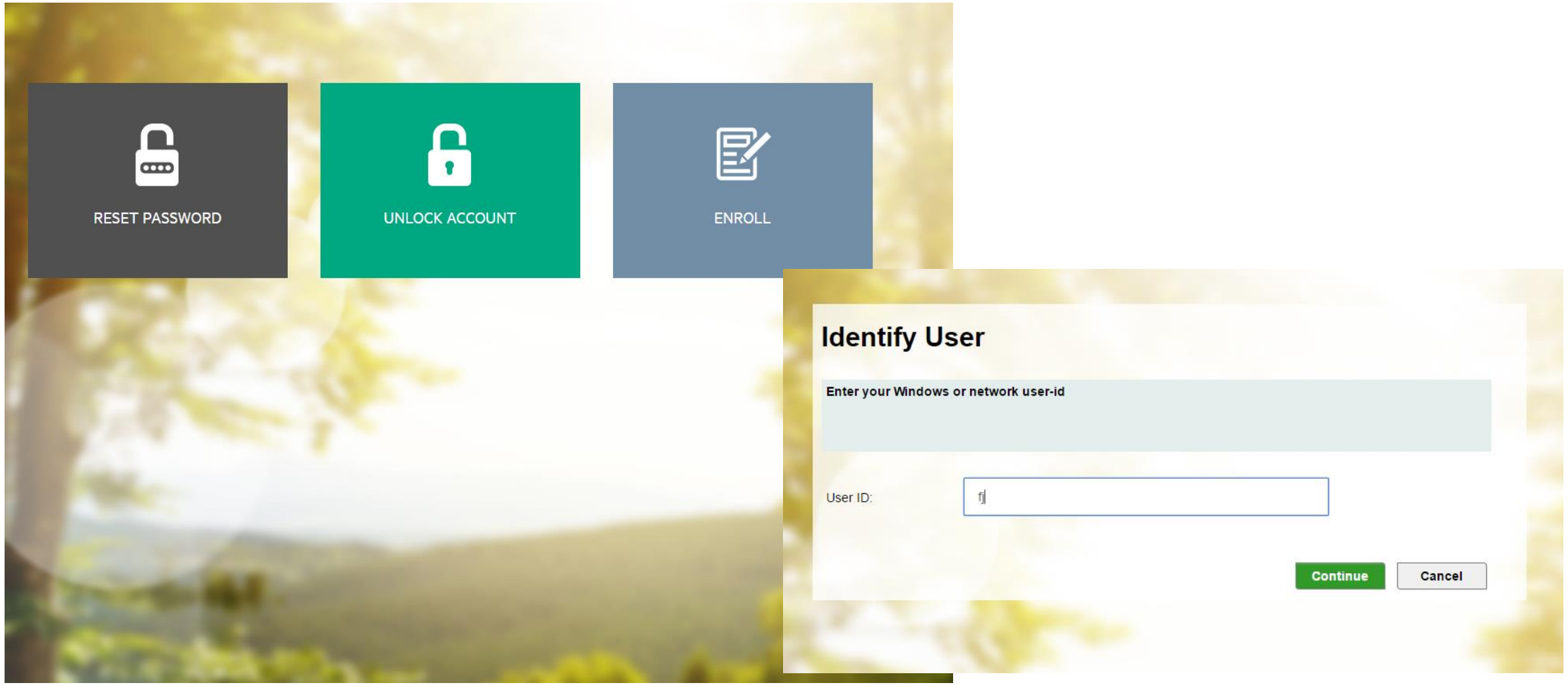
User: ICON available from SAW front or your end-user portal



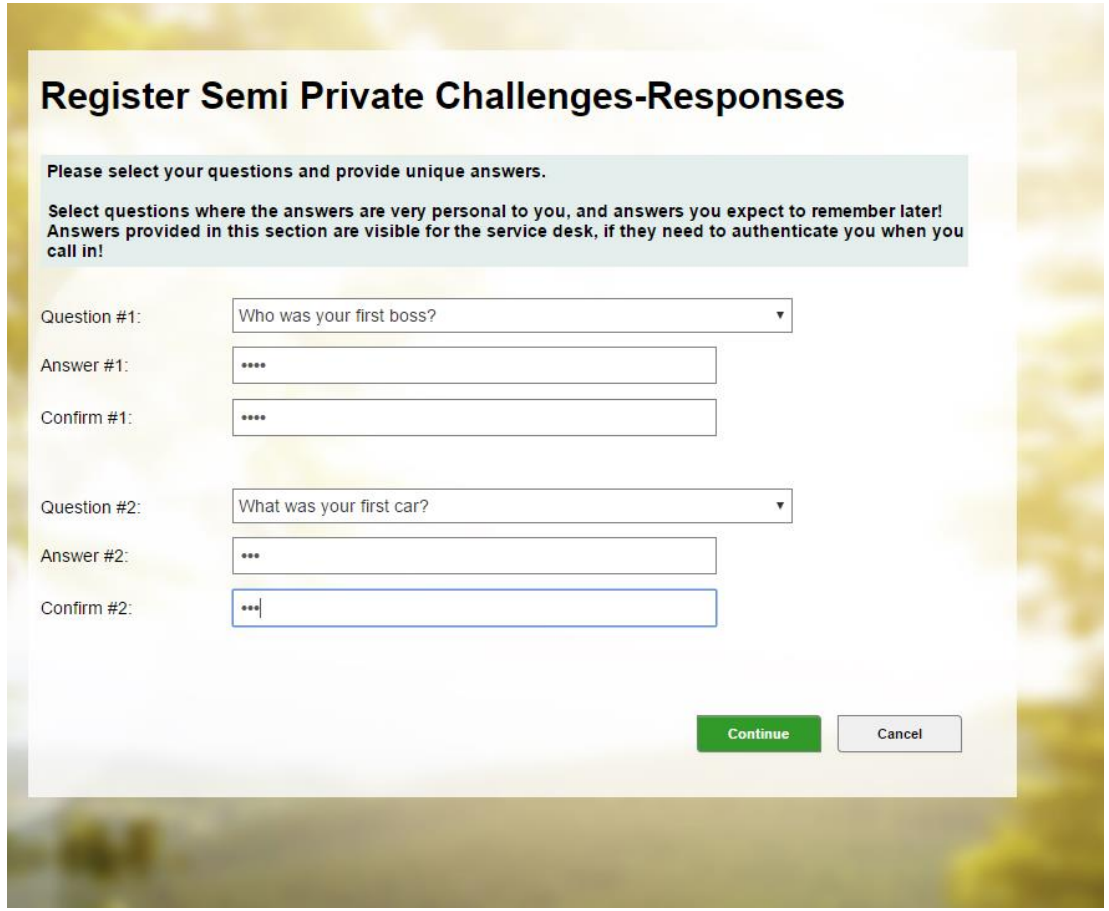
Available from SAW articles

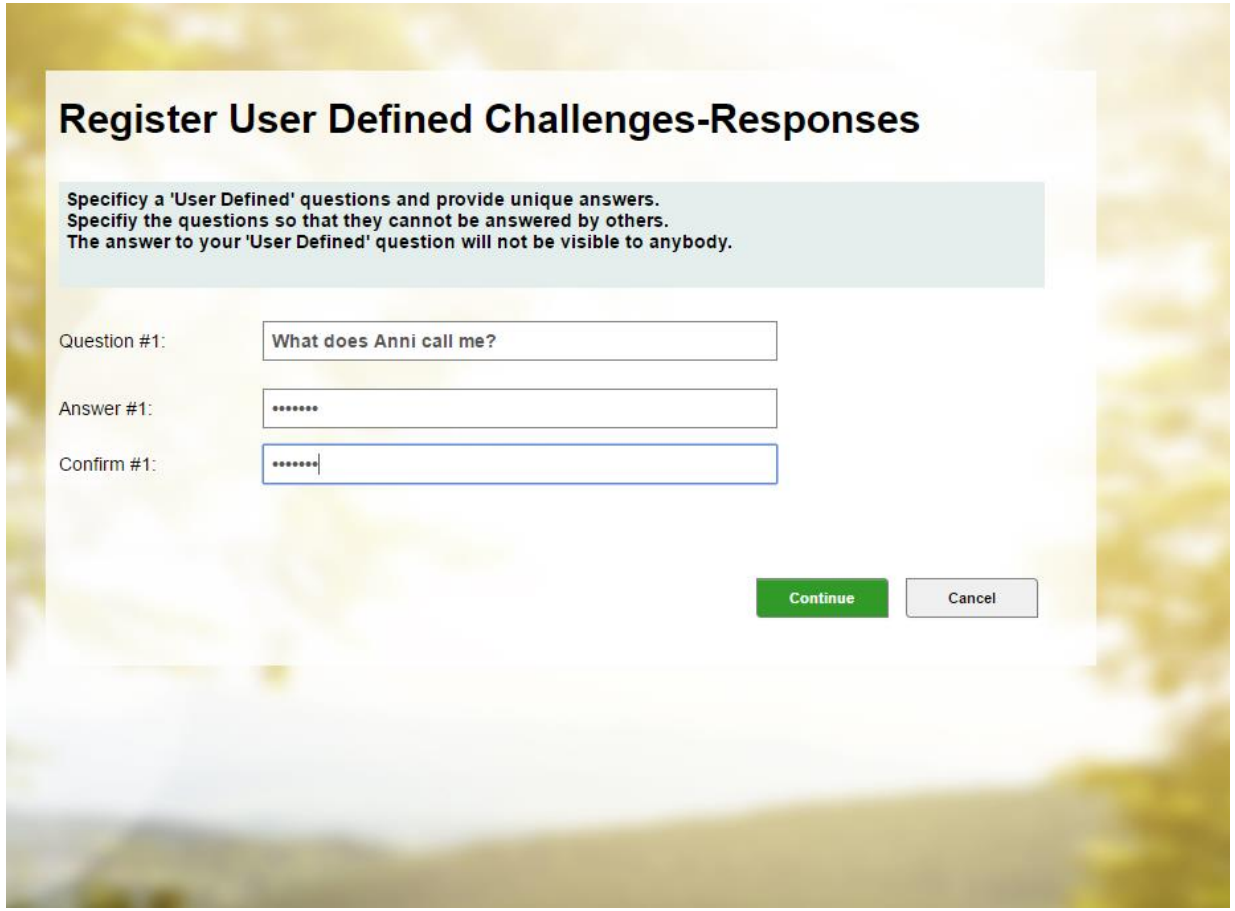


Connected to FastPass Cloud

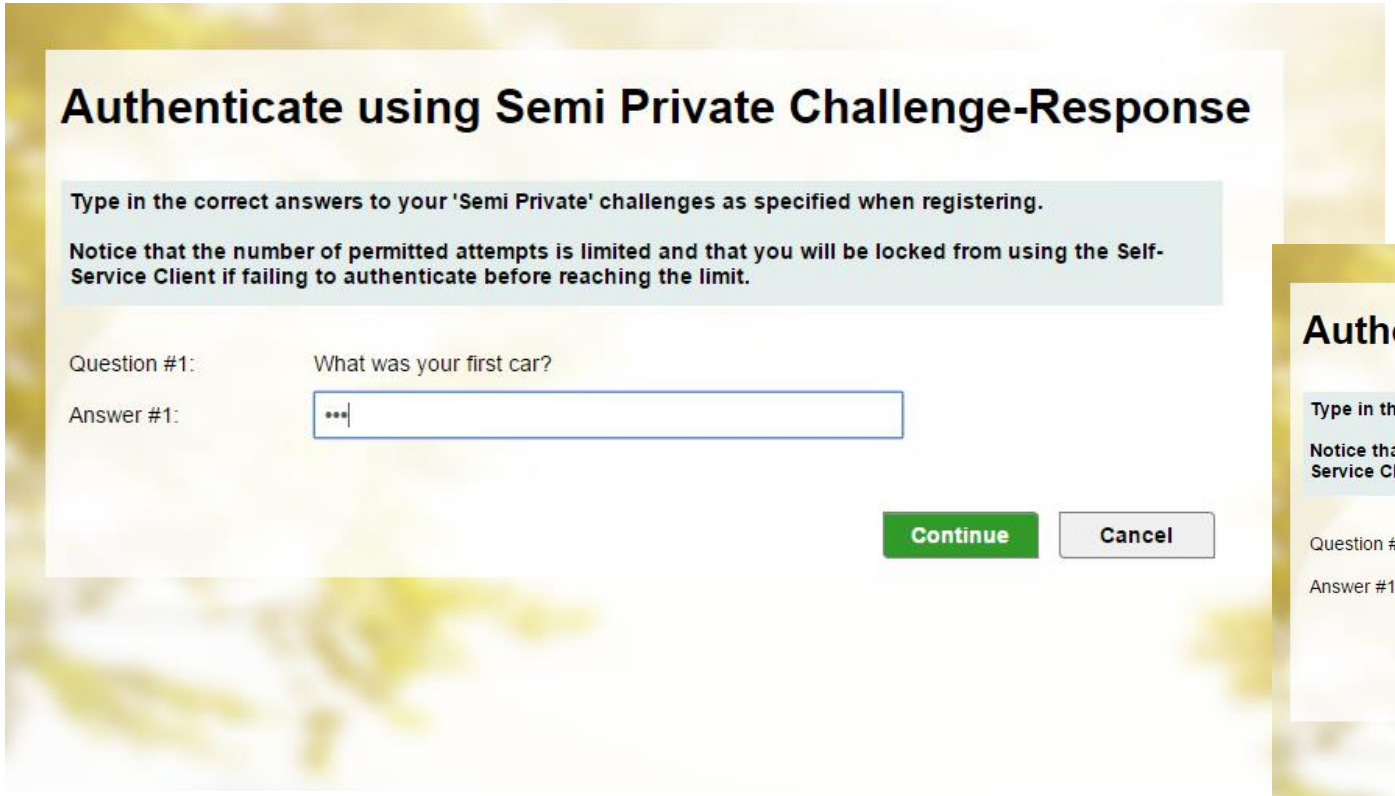


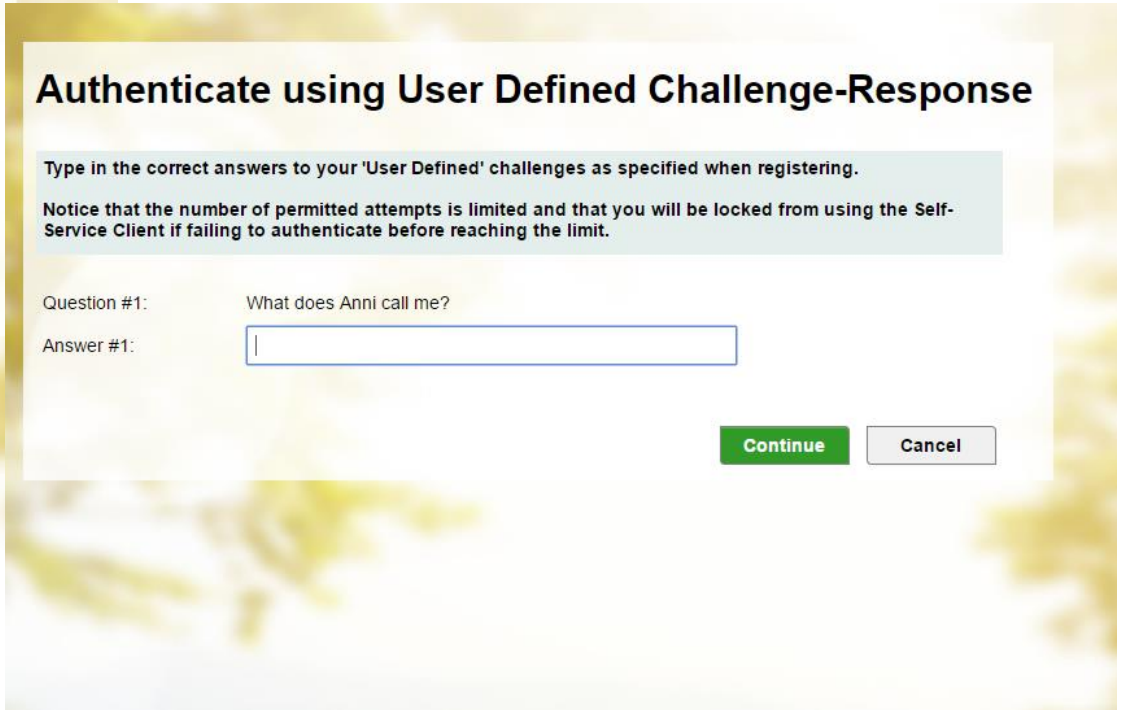
Enroll to FastPass



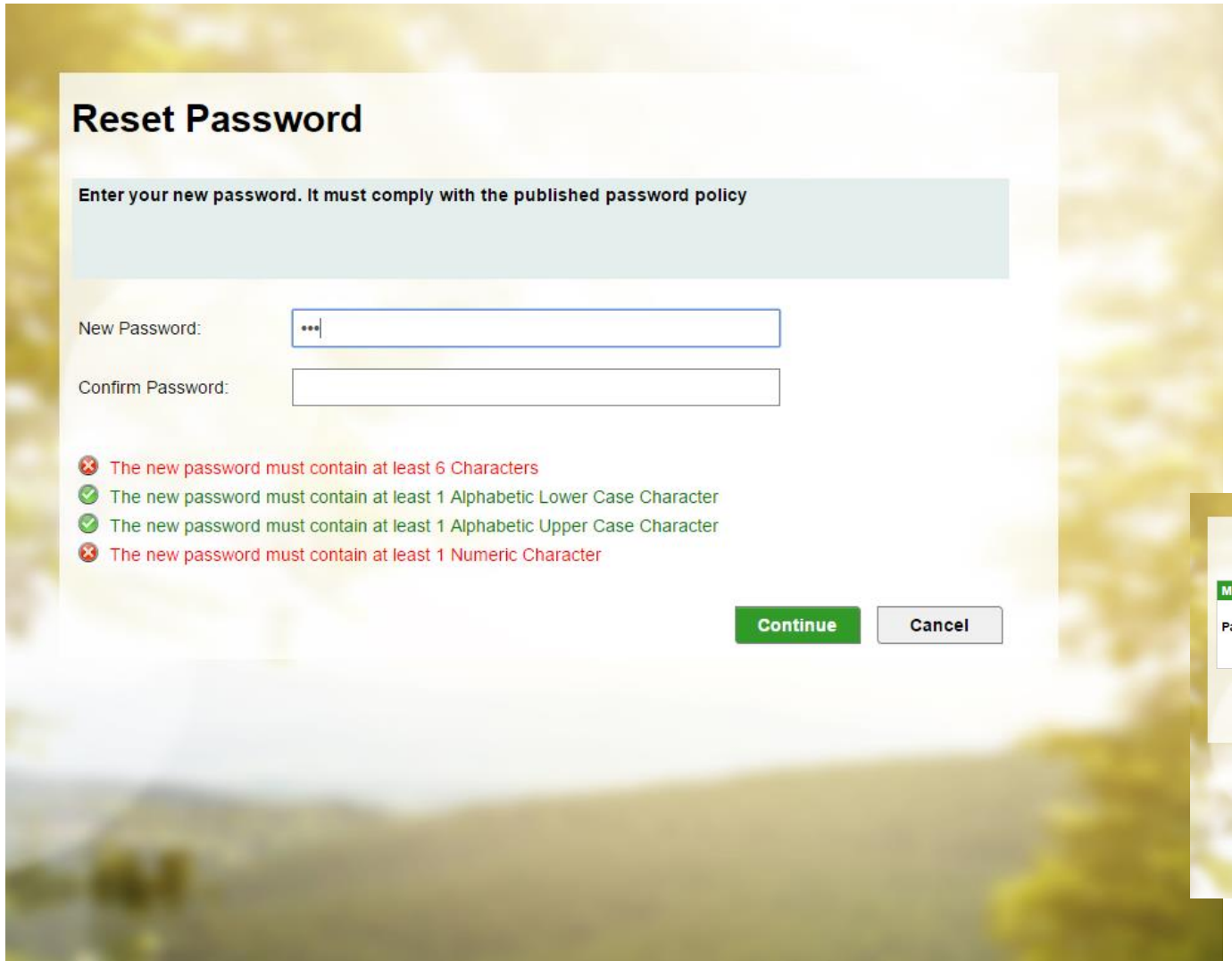


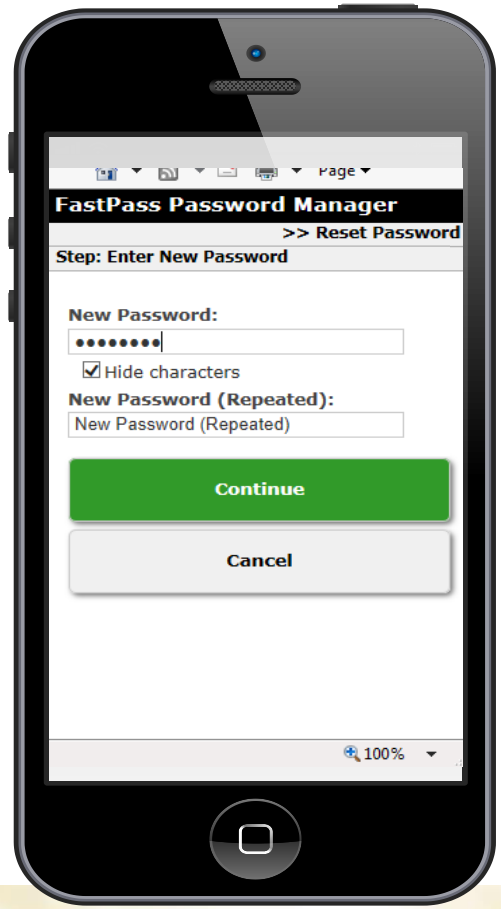
PW reset/unlock : Authenticate with questions

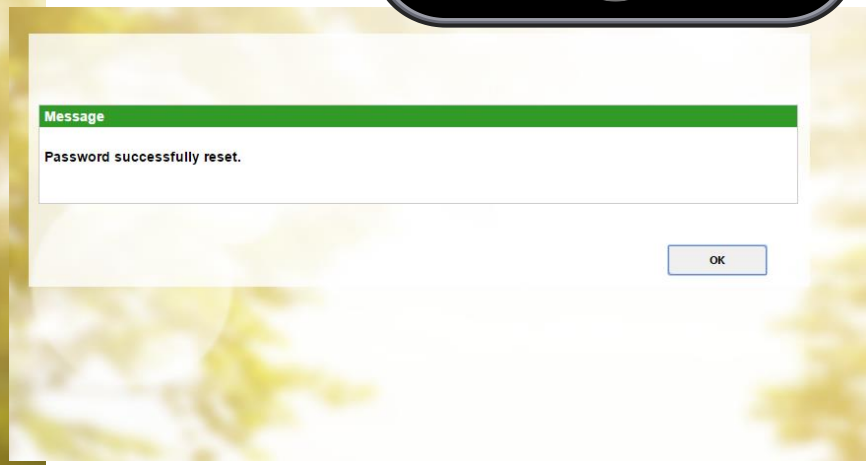




Make new AD-password with policy







WEB-APPLICATION SECURITY CERTIFICATION

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Optional value-added functions for high adoption

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USER ENROLLMENT

AUTOMATIC MAILS

- Soft start
- Reminders

FORCED PC CLIENT

- 100% enrollment

MASS ENROLLMENT

- Cell phone number
- Public knowledge

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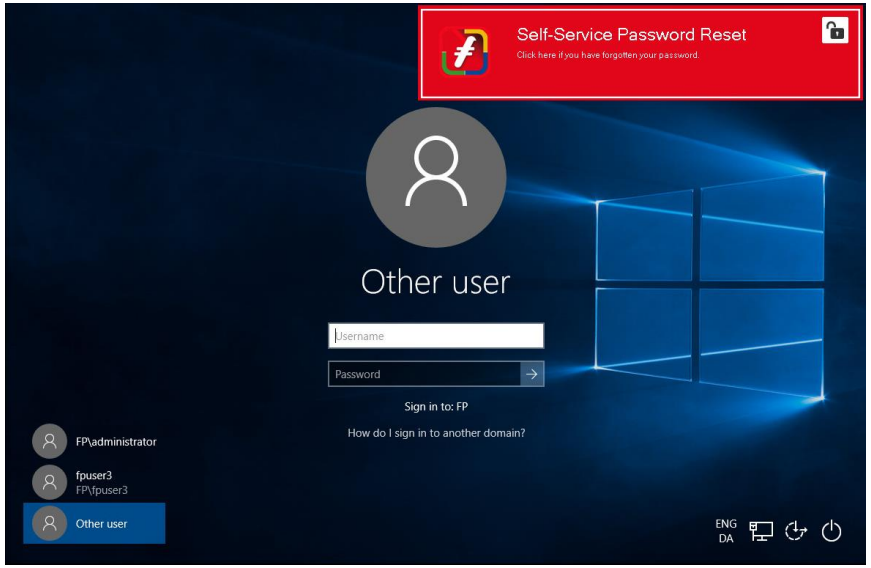
AUTHENTICATION METHODS

SOMETHING YOU HAVE	SOMETHING YOU REMEMBER
MOBILE PHONE	STANDARD QUESTIONS
CODE CARD	OWN QUESTIONS
PRIVATE E-MAIL	CORPORATE INFO

Multi factor	• Groups • Place • 1 or 2-factor
Answers	• Easy remembered • To be found • Best Practices

GET USERS TO FASTPASS PORTAL



Domain users have the icon where the problem is!

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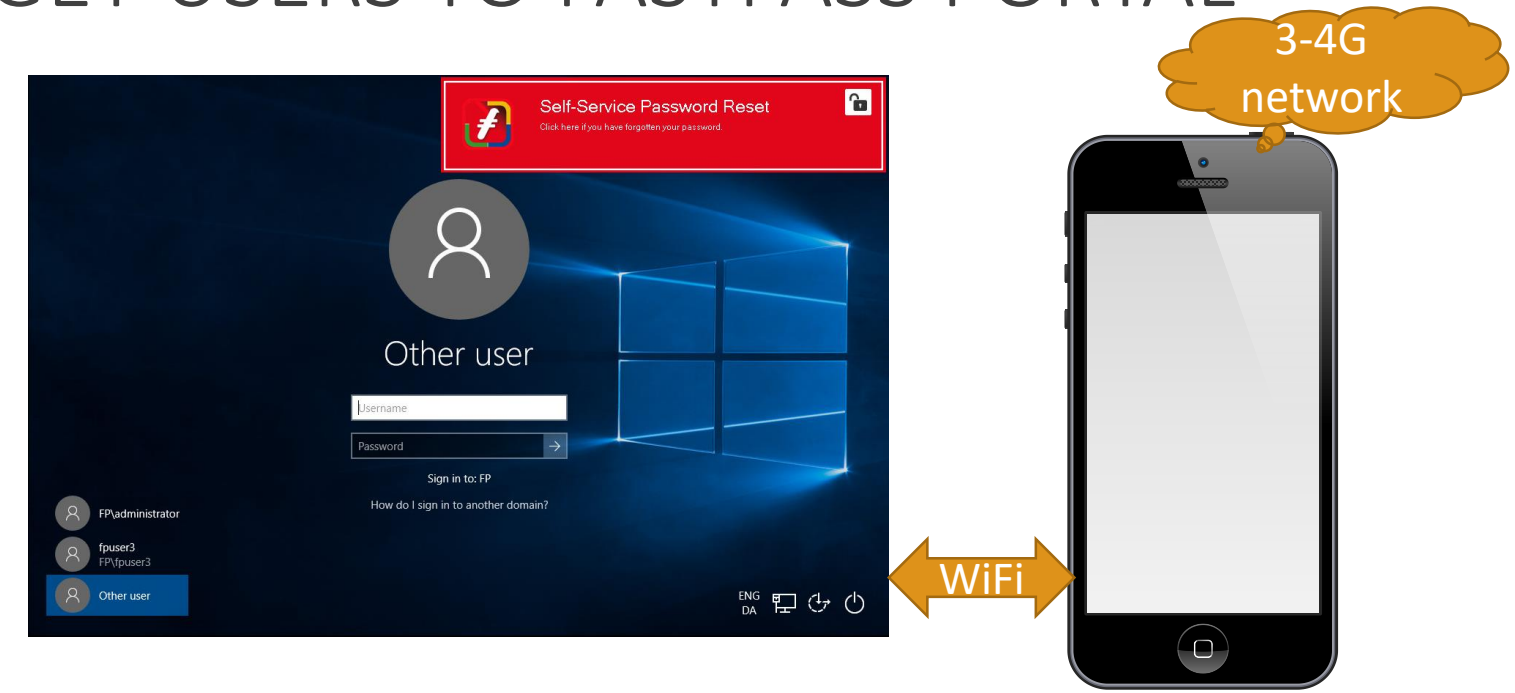
GET USERS TO FASTPASS PORTAL



Remote PC-users can reset PC-cache password

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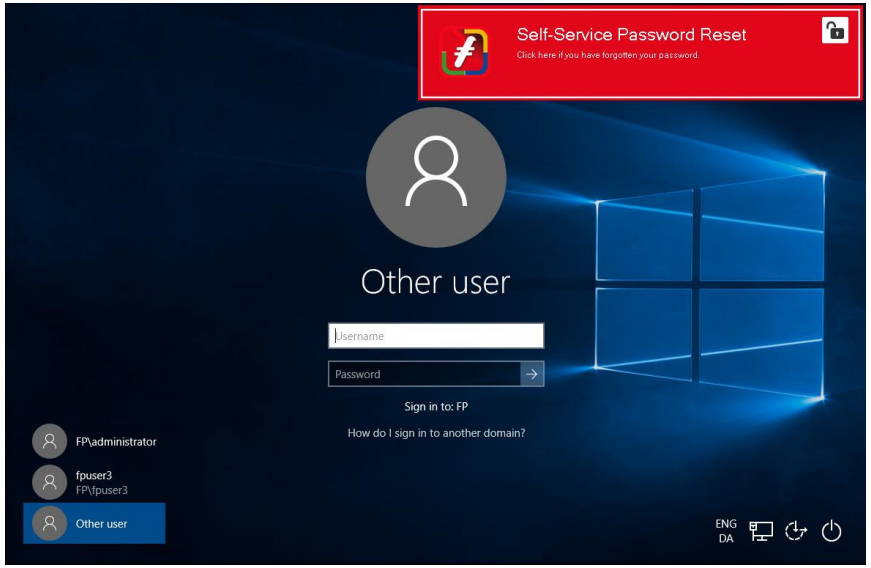
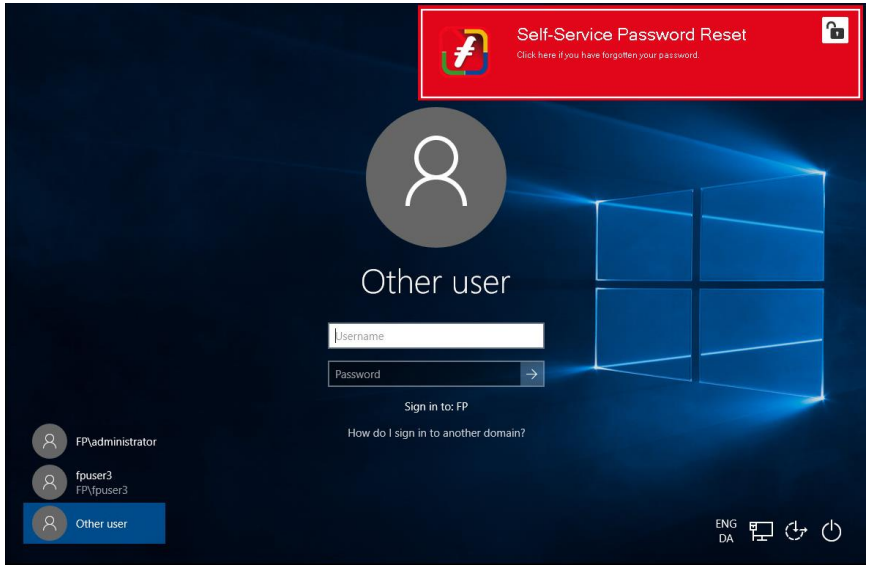
GET USERS TO FASTPASS PORTAL



SAP
ORACLE
for Business
SQL
Generic

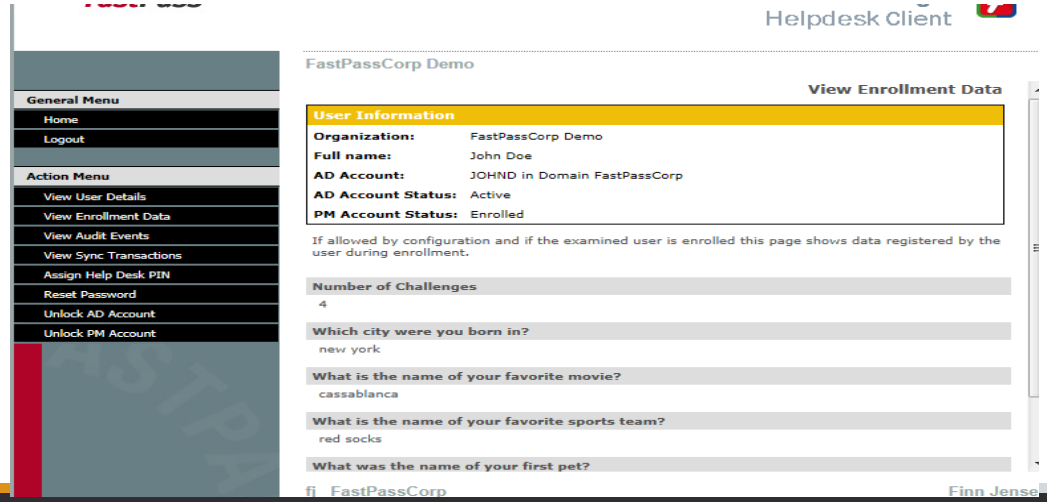
Password reset or synchronization for all corporate passwords

GET USERS TO FASTPASS PORTAL



IF USERS CALL THE SERVICE DESK ->
GET THEM BACK INTO FASTPASS!

Compliance Manager



- Authentication
- User back into FastPass
- HelpDesk Pin

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What to do now if you are interested in: LOW COST & HIGH ADOPTION?

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NEXT STEP

- www.fastpasscorp.com
- get your own demo: web-site/Action page/GYOD
- Contact FastPassCorp Finn Jensen
  - fj@fastpasscorp.com
  - +45 24 81 12 79

- Try!! Only cost is assistance 500$ one-time
- Meet us and discuss business case

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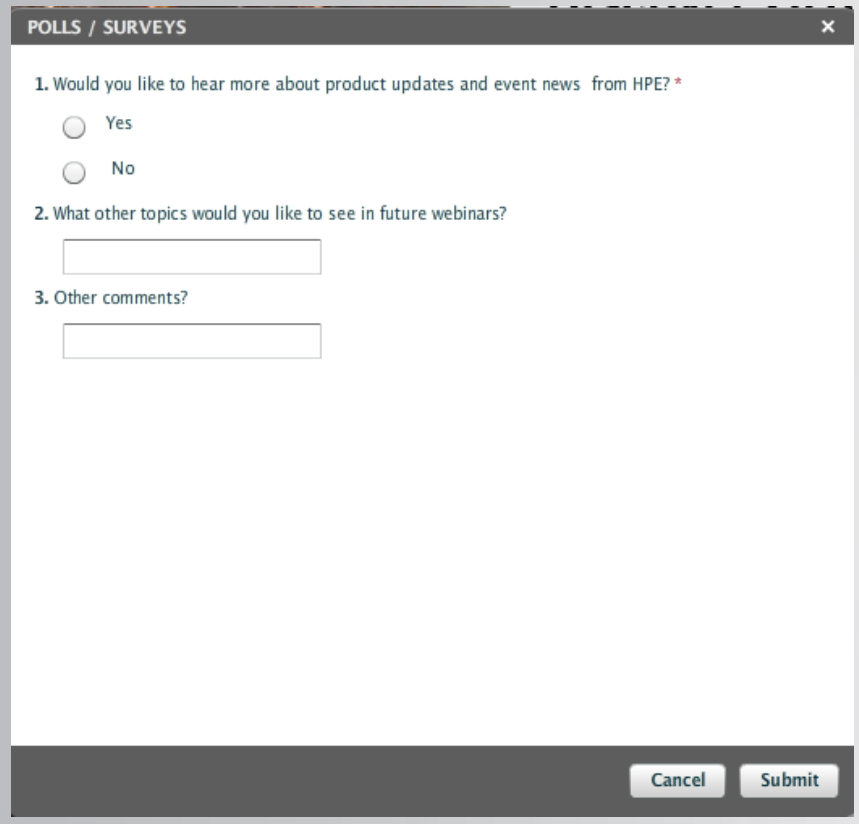

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