



INI IDReset™

Automated Helpdesk Secure Password Reset Solution

INI IDReset™ is a self-service application designed to provide a secure mechanism for users to independently regain access to their Active Directory accounts, either by phone or website, without the assistance of a helpdesk agent.

INI IDReset authenticates callers using a combination of user ID and personal challenge questions. Once authenticated, users are given the choice of resetting their Active Directory passwords or simply unlocking their accounts. The number and type of security questions asked in both the phone and web interfaces are configurable via the IDReset web administration tool, allowing organizations to customize the experience for their users.

INI IDReset Product Benefits

Elevated Security

INI IDReset removes the human layer and creates a traceable audit trail, providing enhanced protection of personal data. Built using comprehensive threat modeling and risk assessment, INI IDReset ensures compliance with the highest levels of security. Each line of code has been scanned by a third-party vulnerability testing service and found to meet or exceed the requirements for secure enterprise software, earning the prestigious Veracode 'VerAfied' certification.

Enhanced Convenience

INI IDReset offers users the flexibility to choose their interaction mode based on what is convenient at the moment. Mobile users dial a dedicated phone number while desktop users log in via a secure web application. Users have immediate access to reset passwords from any location, 24x7.

Maximized Return on Investment

Password-related calls comprise 20% to 40% of all helpdesk inquiries*, with an average cost of \$10-\$30 per call. INI IDReset contains costs by significantly reducing the number of calls requiring agent assistance. Many companies are able to realize a 100% ROI within the first year after deployment.

Increased Helpdesk Productivity

By automating the password reset process, skilled IT professionals are freed up to assist callers with complex requests and are able to focus on strategic and high-priority company initiatives.

*Research findings of Gartner and IDC, 2010

APPLICATION BRIEF



Product Features

- Integrates with existing Active Directory
- Uses natural language speech recognition
- Includes a robust, easy-to-use, web-based, administration interface
- Facilitates configuration of enrollment questions, notifications, and detailed reporting
- Delivers e-mail notification of threats, lockouts, and enrollment reminders
- Supports configuration of domain and lockout settings
- Allows for batch enrollment of large user databases
- Implements secure data storage via encryption
- Utilizes SSL for web applications
- Supports password length and complexity settings
- Includes interface options for English, Spanish, and Canadian French
- Optional two-factor authentication via SMS

