



Key Benefits

- Empowers users to serve themselves, while reducing the number of calls to support
- Improves security by ensuring that users are authenticated 100% of the time, increasing password security and reducing the number of analysts that are required to have administrator rights
- Provides 24x7x365 password-reset support
- Maintains visibility of the number of resets that occur through automatic logging and closure of reset incidents
- Improves efficiency through reduced call loads and time wasted resolving password-reset incidents

Protect and Self Serve

Modern IT infrastructures face two key, but sometimes conflicting challenges. While it's critical that organizations maintain secure environments that ensure only authenticated users can access critical business information, they must also be able to optimize the delivery of user-required services with maximum efficiency in a way that ensures that costs are minimized. LANDesk® Pass Me helps address both challenges by providing users and customers an easy-to-use graphical interface that enables them to securely reset their own passwords.

Improve Efficiency

Internal and external support departments come under ever-increasing pressure to provide services as efficiently as possible. As a result, they constantly look for new ways to improve efficiency without compromising service to end users and customers. Industry statistics estimate that incidents and calls relating to forgotten passwords take up as much as 30% of available support resources, with calls taking an average of 10 to 15 minutes each to resolve at a total cost of between \$30 to \$40.

LANDesk Pass Me empowers users and customers to help themselves when they need a password reset. This can significantly reduce support workloads and associated costs, while freeing up analysts to deal with more strategic issues.

Additionally, LANDesk Pass Me enables organizations to provide automated 24x7x365 password reset support. This helps ensure that when users and customers need access to the system, that no matter what time of day or night it is, they won't be locked out due to a forgotten password.

LANDesk Pass Me Password Reset Screen

Improve Security

Information is an organization's single most valuable asset and its protection is critical to success. LANDesk Pass Me provides a number of benefits that contribute significantly to the goal of maintaining a secure environment.

LANDesk Pass Me enables users and customers to reset their own passwords using a secure, graphical, intuitive browser-based interface. This allows IT departments to increase the level of password security in a variety of ways:

- Enables automatic enforcement of password-strengthening measures, such as requiring numbers and other characters as part of the password
- Allows the number of allowable log-in attempts to be reduced
- Reduces the need for users and customers to write down their passwords, which many do in order to avoid a lengthy support process
- Eliminates the need for users to share sensitive personal data with other members of the organization
- Lowers the number of analysts required to have administrator access rights to reset passwords

These benefits combine to improve security without increasing support headcount, while visibly reducing analyst workloads.

Adaptable Architecture

Unlike many proprietary solutions that require additional infrastructure investments, LANDesk Pass Me integrates with existing systems for rapid deployment and ongoing adaptability. It leverages native Application Programming Interfaces (APIs) to insulate the service from changes that often occur within existing third-party systems and applications.

Through its seamless integration capabilities, LANDesk Pass Me provides a flexible, easy-to-maintain solution that leverages existing IT investments and allows organizations to continue to grow their operations with complete confidence.

Service Desk Automation

While LANDesk Pass Me eliminates the No. 1 reason for support calls into service desks, organizations still need to know how often users and customers reset their passwords. When LANDesk Pass Me resets a password, it automatically creates and closes an incident in LANDesk® Service Desk. This gives organizations a complete audit trail of the number and frequency of password resets.

If an organization chooses to permit analysts to reset passwords, LANDesk Pass Me allows them to provide that service quickly and without having to provide administrator privileges. This allows these organizations to enjoy many of the same benefits as the self-service approach.

The screenshot shows a web-based interface for an incident record. The incident is titled "Password Reset - Success" and is categorized as "PASSWORD_RESETS - AUTHORIZED_RESET - SUCCESS". The status is "Closed". The incident details include a summary of "Password Reset - Success", an impact of "Normal", and a response level of "Normal". The incident was created on 11/11/2011 11:25:00 AM and updated on 11/11/2011 11:25:00 AM. The user who created and updated the incident is "PASSME".

Incident in LANDesk Service Desk

Visit www.landesk.com for more information.

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