Single Sign-On Solution Brief

The Challenge: Reduce Help Desk Calls

Passwords are enemies of end users. If your company requires strong password policies, or your users have many different passwords to log on to the various enterprise applications, they will share passwords across programs or with colleagues to simplify their lives; the Help Desk number is on their speed dial.

Research firms found that Help Desk calls, including password resets, can cost companies between $18 and $70 per call. Studies also estimate that between 30% and 60% of the total Help Desk call volume is password related.

The Challenge: Protect the Business from Insider Threat

Studies have found that 75% of all data fraud and theft is perpetrated by insiders.

For example, researchers found that 58% of US workers download corporate data and plan to use that information as a negotiation tool in the search for a new job. This is why more than 90% of senior technology executives say they are concerned about risks to security arising from within their organization.

The Solution: DigitalPersona® Pro

DigitalPersona Pro offers centrally-managed Single Sign-On and password management functionality to replace usernames and passwords, with no changes to existing enterprise applications.

Besides eliminating passwords with Single Sign-On, IT Managers can also increase the security of their application logons by requiring strong authentication with methods such as smart cards or biometrics.

Key benefits include:

- **Fewer Help Desk calls.** No more passwords in the office means fewer support calls.

- **Increased productivity.** Users do not waste time logging on to enterprise applications.

- **Increased compliance.** Achieve regulatory compliance by implementing tight access control and complex password policies without affecting end users.

- **Support for strong authentication.** Leverage multi-credential authentication to protect mission-critical business resources.

Contact DigitalPersona

For more information or a free trial of DigitalPersona Pro, visit www.digitalpersona.com/enterprise.

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