

# Self-Service Password Reset



It's not unusual for 25% of helpdesk calls within NHS organisations to relate to user passwords. As part of the Integrated Directory Services™ portfolio, BDS Solutions' provide award winning tools that allow users to securely manage their own password.

#### Realise a rapid return-on-investment:

- Achieve considerable cost and time savings for ICT resources by enabling users to reset their password from their Windows logon and externally via web services
- Reduce service disruption by providing a 24/7 service to enable them to unlock their own accounts
- Enrol staff into the process quickly using the structured enrolment procedures that automatically prompt or force the user to enrol at logon time.
- Allow helpdesk staff to verify callers by providing them with a partial view of users security information used to challenge callers.

#### Further benefits of the BDS Solutions approach:

- Uses the Specops software components that have been awarded Gold standard by Windows IT Pro
- Uses Active Directory as the security repository without need for an additional database.
- Requires no client tools or changes to the Windows logon screen.

For more information please contact BDS Solutions on **01884 33440** or visit **bds-solutions.co.uk**

BDS Solutions is a technology partner for NHS organisations throughout the country. BDS deliver, develop and support Microsoft, VMware, Citrix and Dell products together with associated 3rd party and in-house developed security and management software. BDS Solutions is ISO9001:2008 accredited, IGSoc compliant and provides dedicated service desk support for NHS organisations via N3.

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ISO 9001  
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MANAGEMENT  
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# Self-Service Password Reset Testimonial

## East Lancashire Hospitals NHS Trust

**Like the majority of NHS organisations, East Lancashire Hospitals NHS Trust (ELHT) use Active Directory to underpin the technology services they offer. There are approximately 9,000 employees at the Trust who require an account on Active Directory to access local systems.**

The primary reason for users contacting the Service Desk was for forgotten passwords resulting in approximately 750 calls a month. ELHT wanted to reduce pressure on the Service Desk and provide a better experience for users by providing a mechanism to allow them to reset their password. The Trust had used other password management products however the IT team elected to deploy the Specops solutions provided in the NHS by BDS Solutions. The Trust made the decision to adopt the solution because:

- It provided a structured enrolment process prompting or forcing the user to enrol
- Active Directory Group Policy is used to control how different group of users enrol and reset their password
- All user security information is stored in Active Directory rather than in a separate database without the need for extending the schema
- Offered the ability for the Service Desk to challenge users with a question when calling the Service Desk
- Did not require complex changes to the Windows desktop

Specops is an award-winning self-service password reset solution (Windows IT Pro – Best Password Reset Product) that delivers the fastest return-on-investment in the industry. It allows end users to reset and/or unlock their own Active Directory accounts securely either through the Windows logon screen or via a separate web link. Specops was implemented in under a week, with a live pilot running after just two days.

At the time of compiling this case study, ELHT have been running Specops for six months and are benefitting from:

- Over 75% of ELHT staff registered for password reset
- Over 500 self-service password resets a month and increasing
- Staff requiring reset out-of-hours are now not being inconvenienced
- A saving of approximately one week of effort per month from the IT team

"The solution is delivering real benefit to the Trust by reducing Service Desk calls and ensuring that users can reset their accounts 24/7."

**David Moss,**  
Service Desk Team Leader

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