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Self-Service Password Reset—Case Study

East Lancashire Hospitals

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 7,000 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 to NHS organisations 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 enroll.

- Active Directory Group Policy is used to control how different groups of users enroll 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 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. BDS implemented Specops in under a week, and having established the solution, ELHT are benefitting from:

- Over 75% of ELHT staff registered for password reset.

- Over 500 self-service password resets a month and increasing.

- Staff are able to reset out-of-hours.

- Reduction in calls to the service to reset passwords by two thirds saving approximately one third of a full-time resource.

"The solution is delivering a real benefit to the Trust by reducing Service Desk calls and ensuring that users can reset their accounts out-of-hours."

Service Desk Manager, East Lancashire Hospitals

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

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