ProvisorPM

abridean

Automated Password Management
Help Desk Calls Reduced. Costs Contained. Bottom-Line Improved.

Password management is one of the most labor-intensive issues that support teams face today. As the number of users increase and the number of applications and resources they access proliferate, the strain on help desk personnel increases.

ProvisorPM Helps You:

Enforce Security

Regulatory Compliance

Improve Efficiency

Reduce Costs

Improve Productivity

ProvisorPM makes password management reset easy and efficient while reducing the calls to your help desk.

Improve Security and Efficiency:
- Automate password synchronization across platforms, synching password changes and updates.
- Enable self-service password reset in a secure web-based application
- Streamline help-desk with tools to resolve problems faster while synching changes across platforms automatically.
- Audit & track all transactions, ensuring that every action and change is logged.

Lower Costs

Upwards of 50% of help-desk calls today are the result of employees or customers forgetting their passwords. With industry analysts such as Gartner estimating an average cost of $24 per call, that adds up quickly. ProvisorPM solves that issue.

Enforce Security Policies

Providing end-users the ability to manage their own requests, under the support of a fully audited, logged and policy-driven portal assures that;

- Security policies are enforced consistently.
- Eliminates manual intervention errors
- Enforces approval process
- Provides audit logs & reports for compliance

Empowers End User

Self-service password management portals give users control, so they can keep working without delays contacting the help-desk. Safely. Securely.

ProvisorPM Key Features:
- Web-based interface for initiating both password changes and resets.
- Supports both self-service and centralized password management.
- Configurable challenge questions
- Flexible approaches to user identification, such as login name, email address, employee number or other directory attributes.
- Supports automatic unlocking of an account after a password reset if the account was previously locked due to too many failed login attempts.
- Data encryption
- Broad target support for Active Directory and LDAP Directories

ProvisorPM
Easy to deploy, configure and use.