Symantec Technology Partner: Specops Software

SPECOPS

Partner: Specops Software

Partner Product: Specops uReset

Symantec Product: Symantec VIP

✓Symantec™

Business Challenge

Password reset calls to the helpdesk drive support costs. Each call, whether resulting from a forgotten or expired password, can cost an organization on average $50 per user, per year. This doesn't include the hard-to-quantify costs related to user downtime, which can be substantial for remote workers. In the event of a password reset, remote users who don't have their cached credentials updated, won't be able to get into their endpoint until they are back on the corporate network.

Password resets can leave an organization vulnerable to attacks due to weak user verification methods. Fraudulent password resets are a common and successful form of phishing attacks. Secure user verification requires multiple dynamic authentication factors beyond traditional security questions.

All self-service password reset solutions are not created equal. Specops uReset can be accessed from any location, updates locally cached passwords, and supports secure user verification (such as Symantec VIP) that can be extended to the helpdesk. The solution also enables seamless user enrollment, addressing one of the main barriers to adoption for self-service password reset.

Combined Benefits

- Reduce the cost of password reset calls to the helpdesk through self-service

- Secure self-service password resets, passwords changes, and account lockouts with Symantec VIP

- Secure helpdesk-driven passwords resets with Symantec VIP

- Auto-enroll users for self-service with existing Symantec VIP enrollments

- Increase ROI of existing Symantec VIP investment

Integrated Solution

Specops uReset is a hybrid self-service password reset solution that leverages Symantec VIP's two-factor authentication to verify users before they can unlock, reset, or change their Active Directory password. The solution also extends Symantec VIP to the helpdesk, allowing the helpdesk staff to validate users securely before resetting passwords.

Users already enrolled with Symantec VIP will be automatically enrolled in Specops uReset. IT administrators can add additional identity services and assign weights to each to reflect security level when configuring the uReset authentication policy. When users attempt a password reset they will need to collect enough stars to satisfy the policy.

As a hybrid solution, Specops uReset does not store user, enrollment, or password data in a separate database, but rather within a user object in Active Directory. A light-weight service, called the Gatekeeper, is installed to read and manage Active Directory operations.

Use the identity services below to identify yourself until you have collected enough stars to fill the star bar.

☆☆☆

Symantec VIP	★★★
Mobile Code	★★
Secret Questions	★

Conclusion

Specops uReset enables users to address common tasks related to password management including forgotten passwords, account lockouts, and password resets. The solution goes beyond traditional identity verification methods, and revolutionizes self-service and helpdesk-assisted password management with Symantec VIP. The integrated solution ensures that users can securely reset their passwords, from any location, device, or browser.

For inquiries or to set up a demo please contact Specops Software.

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton and LifeLock product suites to protect their digital lives at home and across their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit **www.symantec.com** or connect with us on **Facebook**, **Twitter**, and **LinkedIn**.

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