



# SPECOPS SECURE SERVICE DESK

## Datasheet

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**ABOUT SPECOPS** Specops Software is the leading provider of password management and authentication solutions. Specops protects your business data by blocking weak passwords and securing user authentication. Every day thousands of organizations use Specops Software to protect business data. For more information, please visit [specopssoft.com](https://specopssoft.com)

# SPECOPS SECURE SERVICE DESK

Employee password resets continue to drive a big volume of service desk tickets. Aside from draining IT resources, they also introduce a security vulnerability to your organization. Can your service desk verify that a user is really who they say they are before handing over a new password to an attacker posing as one of your users?

**48% of organizations do not enforce user verification for calls to the service desk**

Source: [The Weak Password Report](#)

User verification at the service desk primarily often relies on knowledge-based questions using static Active Directory information that is vulnerable to targeted attacks, such as employee ID.

Specops Secure Service Desk increases security with stronger authentication methods that minimize the risk for user impersonation. Identity verification options range from mobile or email verification codes, to commercial authentication providers such as Duo Security, Okta, Symantec VIP, PingID and YubiKey. These authentication options are paired with technical enforcement of the ID verification, blocking agents from proceeding with the caller's request until authentication through the platform is completed.

## Feature Highlights

FEATURES	OTHER SOLUTIONS	SPECOPS SECURE SERVICE DESK
OOTB 3 <sup>rd</sup> party identify services e.g. Duo Security, Okta, Symantec VIP, PingID	Some support but lacking	Yes, plus several other ID options to support non-mobile users
Service desk interface for user verification	Yes	Yes (plus secure logins for service desk agents)
Service desk assisted password resets	No	Yes (and can force users to change password at next logon)
User verification enforcement (agent cannot proceed without first verifying)	No (agent not forced to authenticate identity before proceeding to help caller)	Yes
User verification tracking	Yes (but detail is lacking)	Yes (details who was verified, for what use case, and by whom)

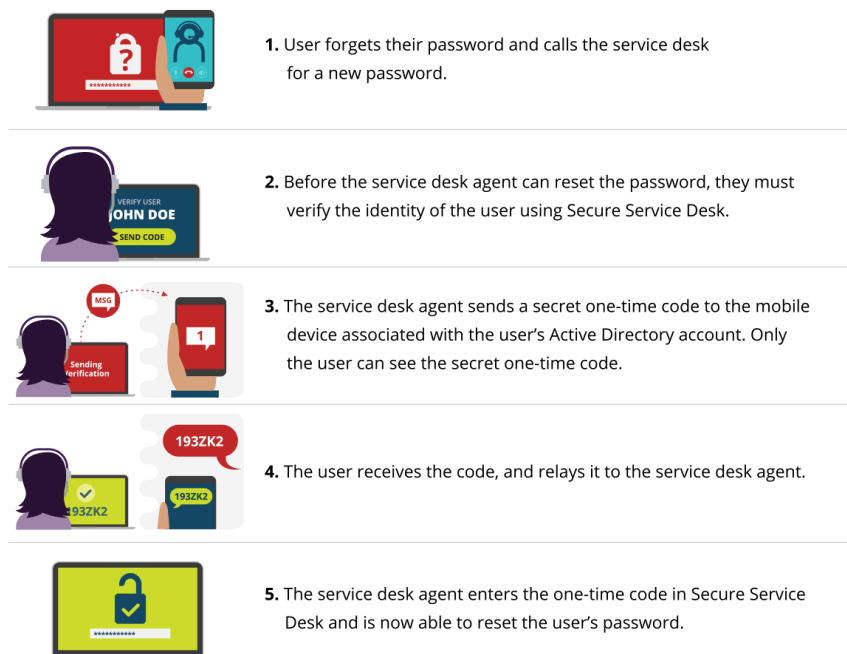


The 2021 EA Games breach was a result of missing ID verification at the service desk.

[Read more about this attack.](#)

## How does it work?

Specops Secure Service Desk is natively integrated with Active Directory. Configuration of the system is done using Group Policy, without introducing added complexity to your environment. This means that no external database is required to store password related information. User data is stored directly in Group Policy user objects, minimizing security risk while ensuring inherent real-time password provisioning.



## Our Technology Partners

Our Technology partnerships ensure that organizations can confidently extend the value of their existing investments and systems to optimize password security— whether that's extending existing multi-factor authentication investments or extending Microsoft Active Directory functionality. [Read more.](#)



## What does it look like?

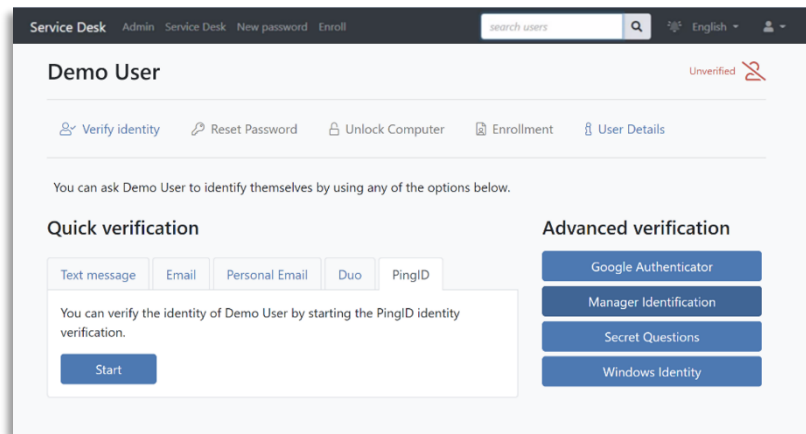
The solution interface allows service desk agents to view user details and perform the following actions:

1. Manage user enrollments
2. Reset Active Directory passwords
3. Recovery encryption keys for lockouts triggered by BitLocker or Symantec Endpoint Encryption.

### *Service desk agent view*

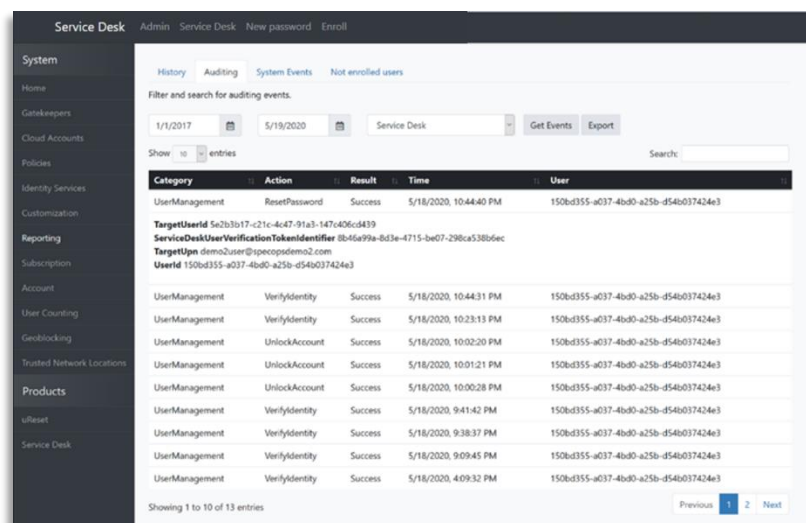
The above actions can be secured by enabling user verification enforcement.

When this feature is turned on, the agent will need to successfully verify the user's identity before being able to complete any of these high-risk actions.



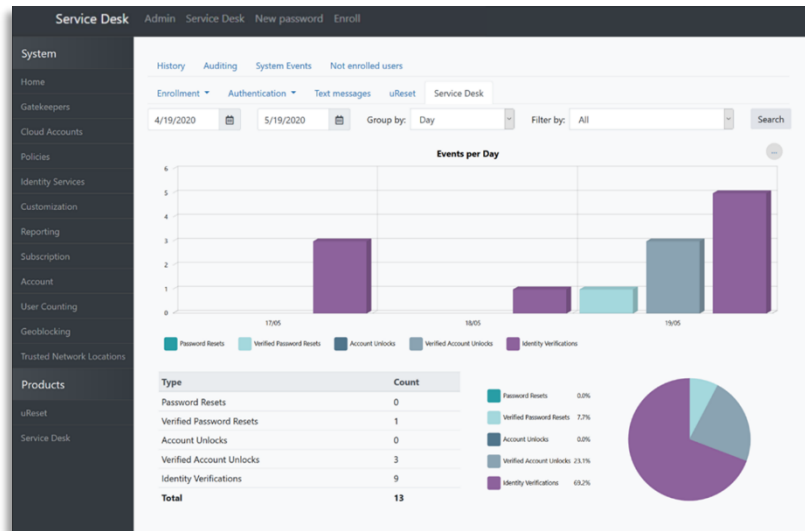
### *Admin reporting view*

User verification can be tracked within the solution via detailed audit logs.



## Admin reporting view

The solution also provides a reporting dashboard that reflects verification data across multiple use cases. This data can also be exported to JSON or XSLX for further processing.



## What people are saying

### *Delivers on its promise*

"Specops Secure Service Desk delivers on its promise. It helps organizations enforce secure user verification through stronger authentication methods."

- [Techgenix review](#) by Nuno Mota, Microsoft Exchange, MVP



### *Exponentially more difficult for an attacker*

"It provides the means for service desk technicians to effectively verify the identity of a supposed end user who requests a password reset. This should make it exponentially more difficult for an attacker looking to perform a social engineering or other type of attack to steal credentials."

- [4sysops review](#) by Brandon Lee, Senior Editor at Virtualizationhowto.com



## Get a Demo of Specops Secure Service Desk

Interested in seeing how Specops Secure Service Desk can work for your organizations? [Click here](#) to set up a demo or trial today.

