

Amazing ROI for BPOs !!!

Overview

A global IT Service Management company that sells customer management and information management systems to Fortune 1000 companies. With over 300 active clients, this customer provides full-spectrum consulting, technology and business process outsourcing along with product and engineering solutions. With over three decades of IT Services experience, the organization has developed a distinctive philosophy, 'Accountable for Clients' Business' powered by the iTOPS (Integrated Technology and Operations) platform.

Industry: Business Processing Outsourcing(BPO)

Users: 30,000+

Application: 200+ (belonging to multiple clients)

Situation:

As a BPO, billing of work to customers is based on the time that users are logged on to applications providing services.

To provide service to their end customers, this client's users needed to log into multiple end customer applications. With the need to access so many applications to deliver the required service, came the need to remember multiple passwords and access the applications in a minimal amount of time. This often resulted in forgotten passwords and locked accounts that could only be resolved with service desk assistance. During the password incident, the client's users were unable to respond to the needs of the end user's

customer resulting in reduced billing to the client's customer. In addition, with nearly 30,000 users globally, the service desk was becoming overwhelmed with incoming calls from users requiring assistance; users and end customers were becoming frustrated; management saw a decrease in user productivity during these incidents. The service desk team recognized that over 20% of the total calls were password related issues and that they were helping nearly 6,000 users per month with password unlocks and resets. To streamline efficiency for the department, management issued a mandate to automate the password reset and unlock for all users and to automate the logins to all the applications.

Challenges

- Forgotten passwords to multiple applications
- Dependency on the Helpdesk to reset passwords
- Increasing volume of password reset calls for Helpdesk assistance
- Increasing Helpdesk costs
- Compliance Issues
- Loss of Productivity
- Poor user and customer experiences

Requirement

- Automate user logins to applications with a Single Sign-On solution
- Allow users to manage their password events on the spot with Self-Service Password Management

Solution

- Automate logins: Auto launch all applications with SSO.
- When users log in to their workstations, their applications are automatically launched and logged into, allowing them to start work immediately.
- Security: Preconfigured credentials to allow users with shared credentials to applications to use SSO without revealing the credentials.
- Highly Flexible Password Reset Policy: Multi factor authentication options such as SMS OTP, Soft-Tokens and Email OTP instead of the archaic Q&A based password reset methodology.
- Reduced Sign-on: Immediate access to all web and thick client applications with a Windows password that is synchronized across all applications.
- Compliance and Reporting Capabilities: Strong auditing and compliance reporting capabilities which integrate with Security Information and Event Management (SIEM) solutions.
- A fully scalable solution to reduce service desk calls providing users with quick, secure and automated solution to control their password resets and unlock accounts without any assistance.

Results

- Increased user productivity as users are no longer required to fill in credentials multiple times to access multiple end-point applications.
- Decrease in password reset calls to the Helpdesk.
- Decrease in the Helpdesk costs.
- Password synchronization to target applications has reduced the log in time and increased productivity.
- Allowed for remote login for users without the need to connect to authorize networks.
- Compliance and Reporting Capabilities.

Benefits

- Users concentrate on their work rather than on logging in and out of applications
- Password Reset from any device at any time from any location
- Reduced password related Helpdesk calls
- Increased User Convenience and Productivity
- Enhanced User experience and end customer experience

For more information, visit <https://www.ilantus.com>

ILANTUS Technologies...the next generation Identity as a Service provider with a cloud based IAM platform. Our integration capability with both cloud and on premise thick client applications gives ILANTUS unique positioning among competitors.

Gartner rates us among the top 5 global IDaaS players and calls us a "Next Generation System Integrator" for Identity Management continuing to position ILANTUS in the niche vendor segment of Gartner's Identity and Access Management as a Service (IDaaS) Magic Quadrant.

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