

The customer

Caritas implements an intuitive password reset for user accounts and hard drive encryption solutions.

Since its founding in the year 1922, the Caritas association in the archdiocese of Munich and Freising has developed into the largest welfare association in Upper Bavaria. In addition to being a top-level association overseeing eleven specialized associations with numerous members, it is also a sponsoring association for over 350 of its own institutions and services. The Caritas association covers the entire spectrum of aid to people of all age classes, social strata and faiths.

“ASPR Password Manager guarantees optimal user convenience with a self-explanatory wizard combined with the ability to freely select authentication variants. This leads to increased acceptance by employees while also achieving both transparency and efficiency in the reset process.”
(Joachim Siegl, Director of the specialist group Frontend)

The challenge

- Establishment of a password reset system with maximum user convenience
- Intuitive use required for acceptance by employees
- Custom interface design
- Authorization of individually definable user groups to perform self-service password resets
- Freely selectable authentication variants
- Password reset for user accounts and hard drive encryption solutions

The solution

- Use of ASPR for automated and secure password reset
- Additional use of ASPR-DiskEncrypt as web interface for Utimaco Safeguard Recovery
- Flexible authentication using security questions, dual control or the password of another system
- Customization of the user interface for an additional increase in user convenience

The decision

- Greater **efficiency** thanks to cost reduction/optimization and various invoicing options
- High and **measurable user acceptance**
- **Security and compliance**
- **Made in Germany** - ASPR is developed and supported in Munich in line with German quality and security standards



The customer benefits

Convenient and user-friendly

- A self-explanatory wizard guides the user through the process with an individually customized interface
- ASPR Password Manager can be used without prior training of the employees
- Forgotten passwords can be reset both for user accounts and for encrypted hard drives

Flexible and cost-efficient

- Forgotten passwords can be reset independently 24/7
- An efficient user self-service process relieves the burden on the service desk
- Employee time lost is reduced

Expandable and secure investment

- Additional authentication methods (e.g. typing or voice biometrics, smart card) can be easily integrated later
- The addition of ASPR\MobileResponse enables mobile password resets via smartphone

Transparent

- Audit integrity and compliance-friendliness are guaranteed by individually customizable reports and verification logs

Fast roll-out

- Installation and customer-specific modifications take just a few weeks

