

The customer

NTT DATA adopts ASPR Password Manager as password reset solution.

The Japanese IT group NTT DATA has over 242,000 employees in 88 countries. According to Gartner, the subsidiary of Nippon Telegraph and Telephone Corporation (NTT) listed on the Tokyo stock exchange is ranked seventh out of the ten largest IT service companies in terms of revenue.

The application described here refers only to NTT DATA Deutschland GmbH.

"I am convinced that we have found a reliable partner in TESIS SYSware, who has responsibly and transparently solved the challenges of a difficult situation. It was a pleasure for me to implement the project with TESIS SYSware!"
(Smajic, Nermin, IT Technical Consultant)

The challenge

- Uniform guidelines for password resets and changes
- Unique identification at telephone support
- Passwords for immediate authentication
- Direct modification of the Windows passwords for external co-workers via a web application

The solution

- Standardized link to ASPR via internet or intranet
- Use for automated and secure password resets of Windows accounts
- Availability of multiple authentication and authorization methods for password reset, such as VASCO-Digipass OTP tokens
- With unique identification data, users can reset passwords in a self-service process
- ASPR serves as the central point for logging all password resets

The decision

- Greater **efficiency** thanks to cost reduction, optimization and various billing 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

Fast roll-out

- Installation and customer-specific modifications in only 3 weeks
- Smooth installation of the required connectors for the respective target systems, including authentication on the Vasco system

Cost-efficient

- Time and cost savings through reduction of the workload on employees, administrators and the helpdesk for password resets
- No on-site support required

Reliable and secure

- Security gaps based on manual processes are closed
- The password reset on all integrated systems is secure and auditable

Time- and place-independent

- With *ASPR Password Manager*, it is possible to establish a central hotline for password resets, regardless of the user location
- Independent of office hours: Passwords can be reset at any time

Future-proof, flexible and expandable

- A user self-service process can be established to reduce hotline calls
- *ASPR Password Manager* can be used for the planned smart card authentication

