

Cross Identity Case Study

Large Energy Company

The client: UK based energy company developing
a new generation of nuclear power stations



Business Objectives

Implement a solution to make it convenient for employees to reset/change passwords and unlock their accounts anytime, anywhere, and minimize dependency on the IT service desk.

Business Challenges/Pain Areas

- Workflow disruptions due to business user account locks
- Lack of flexibility in resetting the password anytime, anywhere
- Employee productivity impacted - More than 30% of employees forget password, and 25% of employees have locked accounts
- High dependency on service desk for password reset/account unlock - Lack of flexibility with the existing password management tool

Business Benefits

- Eliminated workflow disruptions
- Improved employee productivity
- Increased agility among workforce
- Converted CAPEX to OPEX
- Users reduced sign-on experience with password synchronization. Users need to remember just one password across all enterprise applications
- Active Directory Password Synchronization with target applications

IT Challenges/Pain Areas

- High IT service desk cost
- Lack of secure access from anytime, anywhere
- Huge number of service desk calls

IT Benefits

- Secure access from any web-enabled devices
- Reduction in service desk calls by over 70%
- Reduction in cost associated with service desk
- Improved end-user experience
- Policy-based email reminders
- Mass user enrollment from HR system
- Self-registration prompt post Windows Login



Company
Large Energy Company

Headquarters
UK

Industry
Energy

Solution Implemented
Xpress Password

Employees
4,000+

Engagement Year
2017

Business Users
5000+

Key Drivers for Selecting Cross Identity Solution

- Flexibility, security and convenience
- Ready to use password sync connectors for major business applications
- Cross Identity hosted Pay-as-you-use model
- Multi-factor authentication – CR, mobile OTP, e-mail OTP
- Multi-lingual capabilities
- Self-service password reset anytime, anywhere
- Uniform user experience across devices/platforms
- Mobile application – iOS & Android
- Customizable to specific business need
- Rapid implementation methodology to maximize ROI
- Robust support model with high application availability – 99.5%

