

SAVE HELPDESK RESOURCES – LET EMPLOYEES RESET THEIR OWN PASSWORDS

Selfservice as a Service

More than 1/4 of all helpdesk enquiries are related to password reset or unlock. Locked users and forgotten passwords are a major contributor to non-productive employee time.

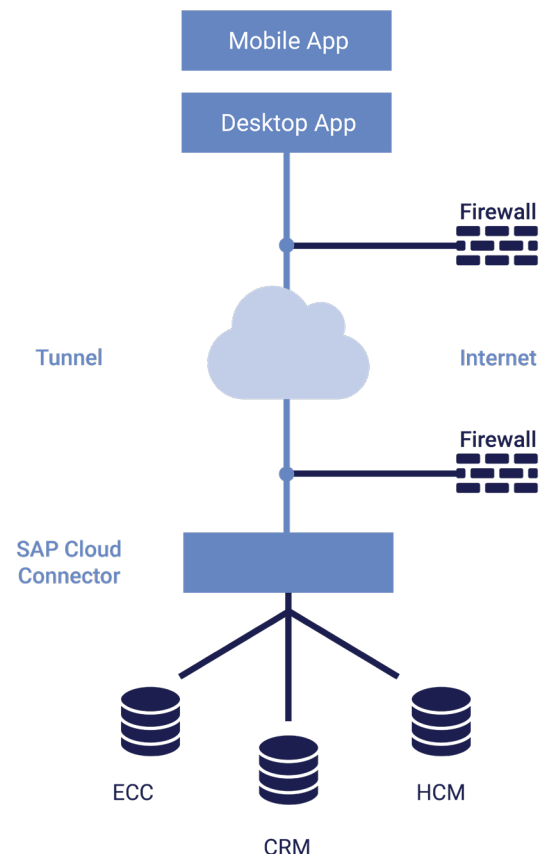
NTT DATA Business Solutions (NTT DATA) offers you an attractive alternative to helpdesk support. it.password manager enables users to request a password reset on premise, remote or using a mobile device.

No hands or helpdesk intervention is required and it runs in the Cloud. We call it Selfservice as a Service.

User Input is Validated Against SAP Master Data

After a successful authentication, a new password is generated and sent to the email address maintained on the user master in SAP. it.password manager runs in the SAP Cloud Platform and no development is necessary in the connected on-premise systems.

SAP Cloud Platform



save
25%
of helpdesk
resources



With it.password manager, employees can reset or unlock their SAP passwords themselves without having to go through the helpdesk.

Easy Cloud Set-up

The Cloud Platform is an alternative to the traditional on-premise systems removing the need for infrastructure and maintenance costs.

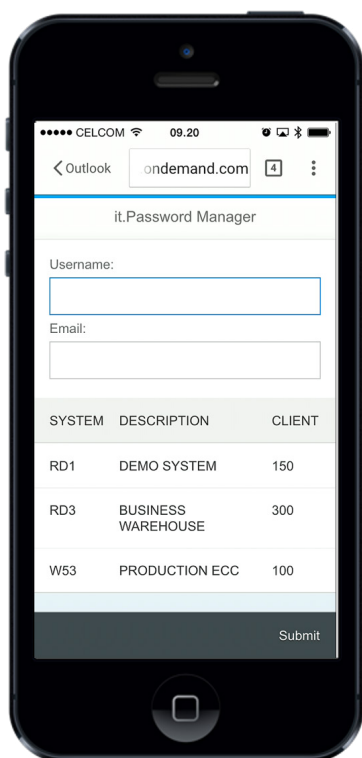
There are only two requirements at the customer end:

- Installation of SAP Cloud Connector (small connector module from SAP which comes for free)
- Email addresses maintained on the user master

Each designated application runs tenant-specific, which makes it possible to configure additional checks and validations to suit your specific needs.

Product Benefits

- Reset and unlock SAP users as a selfservice
- New password is sent to corporate email address
- Free up Helpdesk staff away from password administration
- Zero investment - Use based pricing, monthly subscription
- Cloud based - full scalability and no implementation or transport costs
- Mobile ready with SAP Fiori
- Get up and running within a couple of hours from now!



Security:

- No data is stored outside your on-premise system
- Validation based on your master data
- All communication runs over https and no clear data is transmitted
- Authentication using X.509 client certificates
- All communication is isolated in a multiple tenant setup

Technical Facts:

- Integrated using standard SAP BAPI's
- Front-end developed in SAP UI5
- Each tenant has their own designated URL
- it.password manager can be connected to multiple on-premise systems

Want to know more?
Contact us today to schedule an
eye-opening demo or workshop:

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