

# Ivanti Password Director

Password reset requests are the #1 request to the service desk—and they can be one of the most expensive burdens for IT. It’s estimated that password reset requests account for 20% to 50% of service desk calls. This makes self-service password reset a clear choice to reduce service desk call volume and costs.

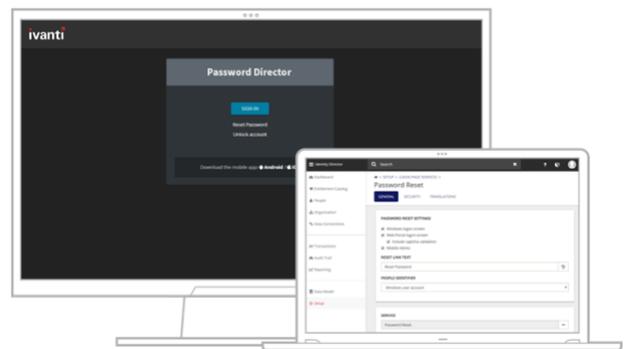
Ivanti® Password Director unburdens IT by providing end users with a fast, secure way to reset their passwords or unlock their accounts on their own, while enforcing strong password policy. The result? Fewer service desk calls, reduced IT costs, and greater productivity and security.

## Increase Productivity with Self-Service Password Reset

As IT teams implement more rigorous security policies to protect data and the business, end users are challenged to remember more complex passwords, increasing calls to the service desk when they forget them.

Resolving password reset requests manually through an already overburdened service desk not only wastes valuable IT time, it hinders the productivity of end users while they’re in queue waiting for assistance.

Fortunately, Ivanti Password Director empowers end users to resolve their own password resets by giving them secure, 24/7 access to a number of automated, self-service password reset options. End users can reset their passwords or unlock their accounts quickly and securely from the convenience of their Windows pre-login screen, a self-service web portal, or a mobile app—without needing to contact the service desk. This drastically reduces the number of service desk calls, freeing up more time for IT while keeping end users productive.



The reset can be performed against Active Directory, Office 365, Salesforce.com, Concur, and a growing list of reset sources. Ivanti Password Director also includes support for a wide range of end-user environments, including Windows, Mac, Linux, Unix, mobile, and virtual clients.

The benefits are clear:

- Eliminate your No. 1 service desk request
- Reduce IT costs by reducing contact volume
- Streamline operations and improve service levels
- Satisfy end users’ expectations for self-sufficiency
- Ensure business doesn’t stop during IT’s off-hours
- Boost productivity of both service desk staff and end users

## Integrate with Service Desk Software

Password reset tickets are opened, updated, and closed automatically with zero touch from service desk staff through Ivanti Service Manager, Ivanti Service Desk, or other third-party service desk software. Because the software stores a record of all password reset and account unlock activities, you also gain an audit trail for tracking and compliance purposes.

## Enforce Stronger Password Policy

Despite the threat of data breaches, many end users practice poor password hygiene by selecting weak passwords that they can remember easily, reusing passwords, or writing their passwords on a sticky note—creating security risks.

Ivanti Password Director enables you to strengthen security through the consistent enforcement of your password policy. You define the requirements for password strength and complexity that end users' passwords must meet in order to be in compliance with IT policy. Then when an end user is resetting their password, the user-friendly interface shows in real time whether their password is meeting the defined requirements. It's easy for them and for you.

## Increase Security with Authentication

For added security, Ivanti Password Director offers multiple authentication methods to verify an end user's identity before proceeding with the password reset or account unlock:

- Secondary email address
- Security questions (pre-built or custom)
- One-time PIN sent via SMS or other method

## Delegate Password Reset

With Ivanti Password Director, you can delegate control to reset passwords. When an end user needs assistance, service desk analysts and the end user's manager can reset a password or unlock an account on behalf of an end user.

## Ensure Enrollment and Adoption

With Ivanti Password Director, you have the option to allow end users to manually self-enroll and set their own security questions through an easy-to-use user interface. Or you can mass-enroll end users efficiently using data from authoritative sources to speed up the enrollment process.

You can also configure email communications to be sent automatically to end users to encourage enrollment, adoption, and usage of the self-service solution.

Ivanti Password Director also includes multi-language support throughout the user interface and in email communications, making it easy to accommodate most end users in their native language.

## Customize Reporting to Your Needs

Using the Ivanti Xtraction self-service reporting and dashboard solution, you can create dashboards that track and monitor enrollment, adoption, and use related to password resets and account unlocks.

## Realize Quick Time to Value

Ivanti Password Director is an affordable solution for organizations of all sizes across all industries. It offers a fast deployment timeline, flexible configuration, low maintenance, and easy upgrades. Coupled with all the benefits enjoyed from a reduction in service desk calls, you're sure to see an immediate and measurable return on your investment.

## Part of a Complete IAM Solution

Through a tight integration, Ivanti Password Director allows for an easy upgrade to Ivanti Identity Director, a trusted Identity and Access Management (IAM) solution. Get started with Ivanti Password Director to fulfill your immediate password-reset needs. Then grow into Ivanti Identity Director when you wish to add identity management and access governance functionality, including automated user provisioning and deprovisioning and workflow automation, in one unified solution.

### Learn More

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