

# AMGEN Replaces Courion with ILANTUS for Password Management

Amgen is the world's largest independent biotechnology firm. Deeply rooted in science and innovation, Amgen transforms new ideas and discoveries into medicine for patients with serious illnesses. Standing tall for over 35 years, they have been at the forefront of modern biotechnology, inventing industry leading technologies that has provided life-changing medicine to millions of patients throughout the world.

Amgen's existing Password Reset (SSPR) tool, offered by Courion, was unable to solve day to day issues such as self-service password resets and account unlocks from remote locations resulting in poor user adoption. With an employee base of 35,000 spread across 46 countries, it was necessary for Amgen have a uniform password management solution which would solve their existing issues while providing its employees an easy self-password reset experience.

ILANTUS Xpress Password will empower Amgen's employees with a mechanism for self-service password reset and account unlock remotely with ZERO help desk assistance, simultaneously meeting their security and password policies. The solution will automatically update the changed passwords of respective users even when not connected to the domain network. This will give the employees the flexibility to change or reset passwords on the go.



# AMGEN adopts ILANTUS Xpress Password

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## Company

Amgen

## Headquarters

California

## Industry

Biotechnology

## Solution Offered

Xpress Password

## Employees:

35,000

### Objectives

- Self-service password reset by end users
- Remote unlock account without helpdesk assistance
- Prevent re-registration of passwords when a user migrates to another AD domain
- Improve user adoption rate

### Why ILANTUS

- Cost Efficient User Model: Licensing model is based on users with unlimited password resets making it an economical choice.
- Flexible Self-service Password Management: Administrators can configure different policy levels as well as define inclusion or exclusion of policies to restrict user access to the solution.
- Remote Password Reset: Self-service password reset for users outside the domain.
- Complete Experience: Our Enterprise grade product will provide complete password management features along with enhanced user experience.
- Multi-lingual Capability: MLS capability will enable Amgen to provide SSPR to multiple global locations.

### Resolution

- Simplify remote password reset experience inside and outside the domain network.
- A 95% user adoption rate will be achieved by addressing all the issues that lowered user adoption through Courion.
- Improve user productivity using a simple and easy to use SSPR solution.

### Benefits

- High-volume user business case is addressed through a One Time Purchase of 35,000 perpetual licenses
- Reduced call volumes to the Service Desk for account unlocks and password resets
- SSPR from the Windows Locked Screen
- Multi-lingual support for 12 languages

## 0 Security Breach

Xpress Password is compliant to meet all password security policies.

## 1 Click Reset

Xpress Password will enable self-service password resets directly from the user's system.

## 95% User

## Adoption Rate

Xpress Password will improve the overall user adoption rate.