Ilantus Case Study

Global Biotechnology Company

The Client: World’s largest independent biotech firm providing life-changing medicine to millions of patients throughout the world.
Introduction

The company had an existing Password Reset (SSPR) tool provided by Courion that 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.

Xpress Password by Ilantus empowered their employees with a mechanism for self-service password reset and remote account unlock with ZERO help desk assistance, simultaneously meeting their security and password polices. The solution automatically updates changed passwords of respective users even when not connected to the Ilantus Xpress Password application.

Objectives

- Self-service password reset by end users.
- Remote account unlock 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 provides complete password management features along with enhanced user experience.
- **Multi-lingual Capability**: MLS capability enables the company to provide SSPR to multiple global locations.
Resolution

- Simplified remote password reset experience inside and outside the domain network.
- 95% user adoption rate achieved by addressing all the issues that lowered user adoption with the previous password management tool.
- Improved user productivity using a simple and easy to use SSPR solution.

Benefits

- High-volume user business case was addressed through a one-time purchase of 35,000 perpetual licenses with the ability to scale.
- Calls to the Service Desk for account unlocks and password resets reduced significantly.
- End user productivity and satisfaction improved as they were empowered with SSPR capability from the Windows locked screen.
- Multi-lingual support for 12 languages addressed the global end user community.

Zero Security Breach

Xpress Password meets all password security policies.

1-Click Reset

Xpress Password enables self-service password resets directly from the user’s system.

95% User Adoption Rate

Xpress Password improved the overall user adoption rate exponentially.