Ilantus 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
<table>
<thead>
<tr>
<th>Company</th>
<th>Large Energy Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Headquarters</td>
<td>UK</td>
</tr>
<tr>
<td>Industry</td>
<td>Energy</td>
</tr>
<tr>
<td>Solution Implemented</td>
<td>Xpress Password</td>
</tr>
<tr>
<td>Employees</td>
<td>4,000+</td>
</tr>
<tr>
<td>Engagement Year</td>
<td>2017</td>
</tr>
<tr>
<td>Business Users</td>
<td>5000+</td>
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</tbody>
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**Key Drivers for Selecting ILANTUS Solution**

- Flexibility, security and convenience
- Ready to use password sync connectors for major business applications
- Ilantus 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%