Ilantus Case Study

Large Retail Chain in UK

The Client: British department store group with 56 stores and 2 outlets across the United Kingdom and Ireland.
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 50% employees forget their password and 30% employees have locked accounts
- High dependency on service desk for password reset/account unlock

IT Challenges/Pain Areas

- High IT service desk cost
- Lack of a flexible tool for managing passwords
- Lack of secure access from anytime, anywhere
- Huge number of service desk calls

Business Benefits

- Eliminated workflow disruptions
- Improved employee productivity
- Increased agility among workforce
- Converted CAPEX to OPEX
- Reduction in cost associated with service desk
- Number of logins reduced with password synchronization. Users need to remember just one password across all enterprise applications.
- Active Directory Password Synchronization with target applications

IT Benefits

- Secure access from any web enabled devices
- Reduction in service desk calls by over 90%
- Reduction in cost associated with service desk
- Improved end user experience
- On-premise model for better control
- Policy based email reminders
- Mass user enrollment from HR system
- Self-registration prompt post Windows Login
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%

Company
Large Retail Chain

Headquarters
UK

Industry
Retail

Solution Implemented
Xpress Password

Employees
6000+

Engagement Year
2017

Business Users
5000+