

## AutomationEdge Self Service Password Reset for BMC Remedy



“Reduce costly help desk calls for password resets while maintaining your company’s password policies with powerful user self-service options.”

### The Challenge

Increasing applications and devices brings the complexity of rising password and reset request. This increased password complexity directly correlates to increased helpdesk calls, this is not only expensive, but also a big distraction for the service desk team and a costly use of employee time, when they could be focusing on the business.

### The Solution

AutomationEdge Self Service Password Reset is a simple, secure and easy-to-deploy password self-service application that helps users:

- Reset or re-enables their own network passwords, without having to call the helpdesk.
- Systems administrators can easily customize challenge questions and ensure new passwords adhere to security requirements with as-you-type password strength enforcement.
- New passwords and unlocked accounts are effective instantly, so users can stay productive with immediate access to their systems and applications.

AutomationEdge Self Service Password Reset increases password security without limiting productivity when a user forgets a password. Further, its large dictionary and password history log help enforce strong password rules like preventing common keywords and shared passwords.



#### Lowers helpdesk costs

Many organizations estimate half or more of their helpdesk calls are related to passwords. Empowering users to reset forgotten or compromised passwords and re-enable locked-out accounts virtually eliminates password related helpdesk costs and increases user productivity



#### Increases security

Frustrated by complex password rules and the loss of productivity causes users to compromise security with workarounds like selecting insecure, easy-to-remember passwords, reusing passwords and even writing them down on sticky notes, AutomationEdge Self Service Password Reset eliminates the onerous consequences of forgetting

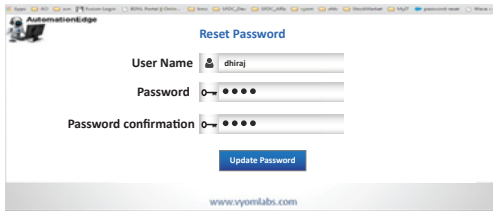
### Capabilities

## Extend Service Desk ITSM password management to your top applications.

If your company uses BMC Remedy as a help desk, pay attention because we can make your life easier! With AutomationEdge self service for BMC Remedy, users can reset and update your own passwords, all without contacting the help desk.

One great aspect, this is all done through the BMC Remedy portal they are already using, so there's really no new training. And once it's enabled you can eliminate expensive, time consuming help desk calls for password reset for things like Office 365™, Unix systems, Oracle EBS, Salesforce.com®, any packaged application or any home grown business applications.

### Product Features



#### User self-service:

Users can reset or change forgotten passwords and access or unlock locked accounts (if configured) using different methods – SMS, Email and by answering security questions on self- service portal page on your service desk.

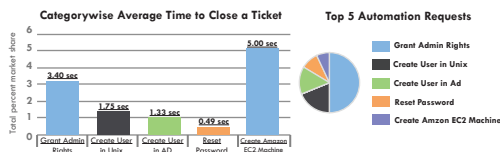


#### SMS support

AutomationEdge Self Service Password Reset allows one-time tokens via text message for user verification, activation and new passwords

#### Captcha support

This feature prevents unauthorized automated attempts to reset passwords



#### Comprehensive Audit logs

AutomationEdge Self Service Password Reset audits event logs for security and troubleshooting purposes, including user activities and system events. It also forwards audit data to your service desk software system.

### About AutomationEdge

AutomationEdge is the preferred IT automation and Robotic Process Automation (RPA) solution provider. AutomationEdge helps organizations automate their mundane repetitive rule based tasks across verticals. Founded in February 2017, AutomationEdge has already delivered its innovative solution to large multinationals globally like American Express, Capita, Coty, ICICI Lombard, HDFC Life, Smart Dubai Government, Mashreq Bank and Genpact to name a few. It is a unified platform that helps in automated resolution of IT tickets like password reset user creation and also automates various business processes in front office, middle office and back office. AutomationEdge is also listed in the Salesforce AppExchange.

### Key Differentiators

- AutomationEdge Self Service Password reset solution seamlessly integrates with any Service Desk software in your organization.
- You can set up and configure AutomationEdge Self Service Password Reset very quickly
- AutomationEdge Self Service Password Reset includes configurable settings and display values to meet the needs of even the most complex environments and security requirements
- You can configure the solution to allow end users to reset password using mobile SMS when they cannot remember their network passwords or are locked out of their computers

### Office Locations

