

JIJI SELF SERVICE PASSWORD RESET – CASE STUDY



Central State
University

Industry: Education

Country: United States

No. of Users: 5000

About Customer:

Central State University in Wilberforce, Ohio, is one of the nation's oldest historically black universities, with a 120-year legacy of academic and athletic achievements. The College of Education, the College of Arts and Sciences, and the College of Business and Industry, which includes the Departments of Manufacturing Engineering and Water Resources Management, form the core of the University's varied academic offerings.

"Admins deals with high volume of Password Reset and Unlock Account requests every day, which involves too much helpdesk time. With JiJi Self Service Password Reset the request numbers drop steeply". – Showkat, IT Director

Problem Statement:

Central State University ensures system security in one way by forcing staff to change their password once in 90 days. With this security enforcement, mistimed actions or forgotten passwords lead to massive password reset and account lockout calls to the helpdesk. To cut down the helpdesk's workload from password reset and unlock account calls, Central State University searched a solution that allows students and staffs to manage their account as a self-service.

Solution:

There are quite a few solutions in market and JiJi Self Service Password Reset is much adaptable for the case and it provides plenty of features with neat and clear user interface. JiJi Self Service Password Reset allows secure password reset through web portal using the security question answer challenge mechanism. Hence password reset and account unlock requests could be executed by the staff as a self-service, thereby they don't have to wait for the administrator to pick up their requests. Password reset suite could also generate reports about every password or account related activities happened. This gives a big picture about all password / account related transactions happened in the university.

Central State University was in a requirement to keep the self-service web application as similar as their website. Also they need to use their own template on the notification e-mails also. With JiJi Technologies, this was done easily.

"Apart from self-service password reset, we are also able to brand the self-service password reset web portal as same as Central State University website easily" said Showkat.

Showkat, in his testimonial - *"I would definitely say that I'm impressed by their competitive pricing, their quality and instant support".*

Jiji Self Service Password Reset – Case Study

Benefits:

- ✚ Email notification for soon to expire password, change password and reset password
- ✚ Staff can update their AD information
- ✚ GINA Extension and Credential Provider to reset their password from the windows logon screen
- ✚ Useful Active Directory Reports generation – Password Expired/Soon to expire users report, Enabled/Disabled users report, inactive users report, locked users report etc.
- ✚ Reduces help desk time as well as work load
- ✚ Minimize password tickets
- ✚ Enables identity management by security question answer challenge.

About Jiji Technologies:

Jiji Technologies, a global leader in system management and security solutions for Active & Group Policy based environment. With extensive real world knowledge and experience, Jiji Technologies maximize technology investments and achieve measurable cost savings. Jiji Technologies serves customers over 40 countries. Other products offered by Jiji Technologies are, Active Directory Reports, Active Directory Cleaner, Active Directory Bulk Manager, Password Expiration Notification, Help Desk Password Reset, GPO Search, GPO ExIm and Self Extractor.



Microsoft® Partner

Gold Independent Software Vendor (ISV)

AllianceONE
Partner

