



Industry: Financial Services

Country: India

No. of Users: 500+

About Customer:

Kotak Securities Limited, a subsidiary of Kotak Mahindra Bank, is the stock broking and distribution arm of the Kotak Mahindra Group. One of the oldest broking houses in India, its operations include stock broking and distribution of various financial products. It is a corporate member of both the Bombay Stock Exchange and the National Stock Exchange of India. Kotak Securities was founded in 1994 and is headquartered in Mumbai, India.

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Problem Statement:

Kotak Securities, stock broking and financial firm has their staffs accessing their system resources which are authenticated and managed in Microsoft Active Directory. As a financial service provider in India, Kotak Securities has to be compliant with SEBI and exchange guidelines. These guidelines suggested implementing a self-service solution for resetting passwords in Active Directory as a security standard. Kotak Securities also want not to involve their IT staffs to reset the user's password.

Solution:

Banking or Financial services depends much on data security, where-in access to the systems must be suitably controlled. According to IT Regulatory Audits & Compliances suggested by regulators, Password reset as a self-service is essential to incorporate in the IT infrastructure. Kotak approached JiJi Technologies to address this problem. JiJi offered JiJi Password Reset Suite, which enables secure password reset as a self-service, using the security question answer challenge mechanism. Hence password reset and account unlock requests could be executed by the staffs without the dependency from their IT department. Thereby, Kotak enforced one such compliance through JiJi Password Reset Suite.

JiJi have provided huge flexibilities in configuring the complexities to ensure security. 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.

"JiJi Password reset suite is a cost effective solution which meets all our needs apt. The tool is in practice for more than 2 years." Said Anilkumar Nair. This is a low cost self-service identity solution that allows passwords to be securely reset without requiring the intervention of costly administration or service desk staff.

Jiji Self Service Password Reset – CASE STUDY

As soon as users have enrolled via a simple 1-time procedure, they can reset their own forgotten or expired passwords – even from their PC login prompt. It is also possible to customize the user's web portal with the organization's web theme and can brand the product by its own name, with ease.

"We were in a most needful situation to implement the solution on time. With the responsible support that we received from Jiji, we have evaluated it, tested and rolled out in production in a quick span of time. We were well supported. We are also able to brand the self-service password reset web portal as same as Kotak Securities easily. I prefer Jiji's solution a much because of their frequent updates and prompt support ", Anilkumar Nair written in his testimonial.

Kotak Securities is keen in maintaining the data consistency in Active Directory. They require to keep the Active directory user details such as designation, phone, location up to date. Anilkumar Nair is very happy to know about the integrated solution AD Self update, which comes with Jiji Password Reset Suite.

"It's brilliant to update the Active Directory user details by themselves. Exciting to work with AD self update, as it comes with Jiji Password Reset Suite. That's easy for everyone to rely on the contacts, as their location and phone numbers are updated by themselves." said Anilkumar.

Benefits:

- ✚ Email notification for soon to expire password, change password and reset password
- ✚ Employees 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 Exlm and Self Extractor.



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