

Password Reset Case Study

Client Contact: Tim Schneuer
Company: Sierra Health Services, Inc.
Location: Las Vegas, NV



Solution: Password Reset

Sierra Health Services, a publicly traded parent company of several healthcare related businesses based in Las Vegas, Nevada had health concerns of its own.

Their IT Helpdesk temperature was rising. With over 250 requests for password reset per month, the strain on resources was becoming too much to bear.

The problem arose with the implementation of new security measures. Users are limited to what they can define the password to be, and are required to change them often. This often causes users to forget their password because they are unfamiliar with the format.

With a scheduled roll-out of new Oracle® Self-Service based functionality to users whom do not normally access the application just around the corner, the prognosis was not good, in fact, it was terminal - for the IT personal. As Tim Schneuer, IT Director at Sierra Health Services recounts, *"Our IT people were nervous that their job would soon become a constant process of resetting user's passwords, with little time for anything else."*

That's when they decided to come in for a check-up and hopefully find some medicine to remedy their malady. They found that e-motion software's **Password Reset** was the cure to their ailment.

After a short evaluation period in a test instance, Sierra quickly implemented the function in to their production environment and immediately their condition improved.

"Automating the process of password reset's for Oracle® users has proved to be what we needed to free up some valuable resources and focus those folks on other tasks." says Tim.

As promised, the product has been paying for itself. The IT professionals normally tasked with resetting passwords have been able to focus on other projects and roll out different services and improvements throughout the organization. Moreover, Tim estimates that the product will save an average of \$10,000 in operating costs per year, not to mention the relief of the hassle that came from constantly having to manually reset user's passwords.

There is little room for doubt: The IT department is experiencing a lot fewer "sick days".