



Is Your Security Support Getting Bugged Down?

How do you deal with the volume of phone calls to your Security Support staff or to the Help Desk simply because your user community tends to forget their passwords? How do you handle verification of users when they contact your Help Desk? Are these additional calls causing added work for your Support Staff?



EKC's E-Helpdesk is the answer!

Providing a fully automated process of resetting a password, EKC's E-Helpdesk will help alleviate the large number of phone calls to Security Support.

Through the use of VTAM panels, the user is able to resume a RACF userid or unsuspend an ACF2 or Top Secret Logonid/ACID. E-Helpdesk also synchronizes the new passwords across all RACF, Top Secret and ACF2 nodes, even in a mixed environment.



E-Helpdesk will verify any of the last four passwords currently being stored. An additional site definable key piece of information from the user record, such as Social Security Number, birth date, mother's maiden name, or employee ID number is also used as verification. If all pieces of information entered by the user are correct, E-Helpdesk will prompt the user to enter a new password. That new password is then synchronized across all E-Helpdesk nodes.

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Eberhard Klemens Co.
Phone: 847-296-8010
Fax: 847-296-8016