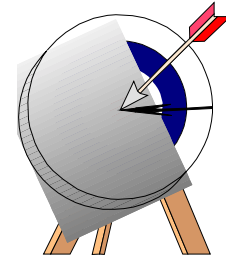


## E-Help Desk Success Story



Following is a discussion regarding the value of E-Help Desk from an International banking organization.

"The volume of locked ACF2 passwords reported to the help desk had consistently accounted for a large proportion of the calls to the help desk. Despite our best efforts to educate users on how to reset passwords and even threats to charge for each password reset, the volume of calls remained at the same level. So an alternative solution was required.

By a strange sequence of events we came across E-Help Desk which appeared to offer a solution to the problem. Like most other potential customers for E-Help Desk, we were a bit skeptical of its capability, as it appeared to be too good to be true. Also, if it were that good, why had so few other ACF2 users bought the product? But we kept on coming back to the realization that it might be the answer to our ACF2 password problems . . .

. . . A year down the line with the product, . . . E-Help Desk has proved its worth. The volume of ACF2 password calls has been reduced by over 50% in 12 months and we have scope to reduce this figure even further. E-Helpdesk has earned its keep.

Our users are happy, as they no longer have to join a long queue to have their ACF2 passwords reset. They now have a tool with which they can reset it themselves and in much less time. The product is very simple and intuitive to use. Most importantly, the help desk staff is happy, since resetting ACF2 passwords all day is not the most interesting or challenging job in the world!"

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