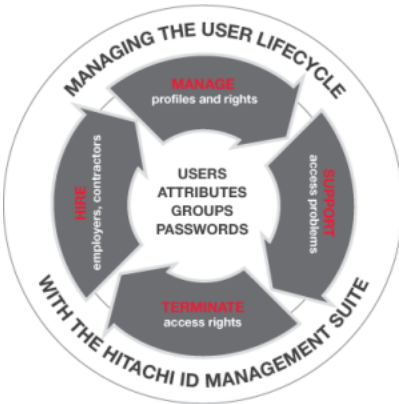


1 Effective Password Management



P-Synch: Lower help desk cost, improve user service and strengthen security with password synchronization and reset.

2 P-Synch Animated Demonstration

The following animations illustrate core P-Synch user interfaces and processes:

- Challenge/response enrollment:
 - A user authenticates and completes his personal profile of questions and answers.
- Alias enrollment:
 - A user attaches non-standard login IDs to his profile.
- Password expiration:
 - A user is invited, via e-mail, to change soon-to-expire passwords.
- Self-service password reset (SSPR) using Secure Kiosk Account:
 - A locked out user resolves his own problem, from the login prompt, without client software deployment.
- SSPR with GINA Extension:
 - A locked out user resolves his own problem, from the login prompt, using a GINA extension.
- SSPR with Vista credential provider:
 - A locked out user resolves his own problem, from the login prompt, using a Windows Vista credential provider.
- Assisted password reset:
 - A help desk analyst signs in with an RSA SecurID token and resets a caller's password.
- PIN Reset for an RSA SecurID token:
 - A user resets his RSA SecurID token PIN with P-Synch.

3 User Enrollment: Challenge/Response

Animation: ../pics/camtasia/psynch-2/1-qa-enrollment.cam

4 User Enrollment: Aliases

Animation: ../pics/camtasia/psynch-2/2-alias-enrollment.cam4

5 Password Expiration: E-mail Notification

Animation: ../pics/camtasia/psynch-2/3-password-expired-email.cam

6 Password Reset: Secure Kiosk Account

Animation: ../pics/camtasia/psynch-2/4-password-reset-ska.cam4

7 Password Reset: GINA Extension

Animation: ../pics/camtasia/psynch-2/5-password-reset-gina.cam4

8 Password Reset: Vista Credential Provider

Animation: ../pics/camtasia/psynch-2/6-vista-credential-provider.cam

9 Assisted Password Reset

Animation: ../pics/camtasia/psynch-2/7-password-reset-securid-auth.cam

10 RSA SecurID Token Reset

Animation: ../pics/camtasia/psynch-2/8-rsa-token-reset.cam

11 Options for Login Prompt Access

<i>Approach</i>	<i>Pros</i>	<i>Cons</i>
Do nothing (call help desk).	Zero setup.	Zero benefit.
Domain secure kiosk account.	Easy setup. No client software.	Generic, no password domain account.
Personalized SKA accounts.	No "guest" domain account.	Lots of specialized domain accounts.
Local secure kiosk account.	No "guest" domain account.	Client software deployment.
GINA wrapper DLL; Vista Credential Provider	More user friendly.	Risk of workstation damage if improperly installed.
Local software + dedicated VPN.	Enables password reset for mobile or at-home users who are locked out.	Client package, at least to mobile.
IVR access.	Simple setup, no client software.	Cannot manage local passwords. Users don't want to talk to a machine.

12 P-Synch Cost and Security Benefits

Cost Savings

<i>Synchronization:</i>	Eliminates 60% to 90% of password problems.
<i>Self service reset:</i>	When adopted by 40% to 70% of users, diverts problem resolution away from the help desk.
<i>Assisted reset:</i>	Shortens remaining password reset HD calls by 50% or more, to about 1 minute/call.
<i>PIN reset:</i>	Users can resolve their own SecurID problems.

Improved Security

<i>Policy:</i>	Enforce 50+ password rules, globally.
<i>Synchronization:</i>	Fewer written passwords.
<i>Authentication:</i>	Block social engineering attacks on the help desk.
<i>Delegation:</i>	Eliminate admin passwords at help desk.
<i>Accountability:</i>	Log all authentications, password changes.
<i>Encryption:</i>	Protect sensitive data on disk and network.

13 Summary

P-Synch provides comprehensive password management:

- Cross platform enterprise password management.
- Proven cost savings from low TCO and rapid ROI.
- Immediate security benefit.
- Multiple access channels, many built-in integrations.
- Rapid, automated deployment.
- Proven technology backed up by a mature services organization.

Find out more at P-Synch.com