

Intragen Desktop Password Reset for Oracle Identity Manager and Oracle Waveset

Many customers suffer from the cost of large numbers of help desk calls due to forgotten passwords, not to mention the inconvenience to affected users.

In fact this is often cited as a major benefit of, and business driver for, customers investing in an Identity Management solution. The de-facto web-based interface to password recovery functionality offered by most Identity Management vendors does suffer some drawbacks however:

- Privacy concerns and inconvenience around asking to use the web browser of a colleagues machine
- Unfamiliarity with or complexity of the password recovery functionality
- Latency between resetting a password and being able to login using it
- Complexity and cost of implementing a kiosk or telephone-based helpdesk system
- Security requirements for two-factor authentication

Overcoming these obstacles helps enterprise customers realise the full benefits of their password recovery functionality.

The Intragen Desktop Password Reset solution allows a user to reset the password of all their accounts using their normal Windows Desktop – directly from the login screen. The Intragen solution:

- Works with both Oracle Identity Manager and Oracle Waveset
- Provides Low latency password distribution for all system leveraging native Oracle features
- Uses centralized configuration, leveraging the password reset functionality configured in the underlying Identity Management system
- Delivers additional benefits such as two factor authentication
- Easy deployment for both server and client