



## Intragen Desktop Password Reset for Sun Microsystems Identity Manager

**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 Sun Microsystems Identity Manager
- Provides Low latency password distribution for all system leveraging native Sun Microsystems 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