At Intility, it is our goal to meet our customers’ expectations both today and in the future. To achieve this goal – as well as to offload our help desk – it was clear that we needed a solution for managing password resets.”

ARNE KLÆBOE, HEAD OF SECURITY AND IDENTITY MANAGEMENT AT INTILITY

Intility resets the bar for security with SMS PASSCODE
Intility is a managed cloud provider that is responsible for identity management across 500 companies and 15,000 users. To improve security and user friendliness, Intility implemented SMS PASSCODE’s self-service password reset solution as an included service for all companies and users on the Intility platform.

Offloading the helpdesk
In order to maintain a high level of security when accessing the platform, all users need to comply with the password policy, which means changing their passwords frequently. This policy resulted in users struggling to remember their passwords, and often needing to contact the help desk because they could not log in. This put a strain on Intility’s help desk function, which had to respond to a growing number of password-related calls. Security was also a concern because it was difficult to easily verify the identity of the person requesting the password reset.

“At Intility, it is our goal to meet our customers’ expectations, both today and in the future. To achieve this goal – as well as to offload our help desk – it was clear that we needed a solution for managing password resets,” said Arne Klæboe, head of security and identity management at Intility.

Anytime and anywhere
The expectations for the new solution were clear: It had to provide a high level of security, be user-friendly and easy to implement. “SMS PASSCODE Password Reset Module (formerly SMS PASSCODE) was the obvious choice because it offered secure and convenient self-service password reset functionality and
leveraged multifactor authentication to confirm the user’s identity. The self-service portal enables our 15,000 users to easily change their passwords anytime and anywhere and from any type of device,” Arne said.

Quicker realization of value through simultaneous deployment
One of the major advantages of the Intility platform is that its cloud-based infrastructure allows for simultaneous deployment of solutions to all customers. This means that all of Intility’s 500 customers and 15,000 users had access to SMS PASSCODE PRM service at the same time, without downtime and at no extra cost. Consequently, the users have received greater value faster, while at the same time, Intility ensured a cost-effective deployment.

Getting the users back online and productive
“The implementation went smoothly and our users have found the solution to be very intuitive and convenient since they already carry their mobile phones with them. For us, it’s all about getting users back online as quickly as possible so they can be productive. We have achieved this with SMS PASSCODE PRM and now have more happy users and are excited that our technicians can focus on more complicated cases than password inquiries.”