



No Challenge is Too Big: Responding to Customer's Multiple Issues with Precise Solutions and Product Customizations

Case Study

PistolStar, Inc.
PO Box 1226
Amherst, NH 03031
USA

Phone: 603.546.2300
Fax: 603.546.2309
E-mail: salesteam@pistolstar.com
Website: www.pistolstar.com

Customer Case Study: Global Manufacturing Software and Services Company

Summary

A global company providing enterprise and manufacturing resource planning software and services to the world's leading manufacturers engaged PistolStar for two separate projects to resolve issues with password changes and multiple logins. PistolStar worked with an IT technical architect and an IT business architect at the customer's U.S. offices to fulfill the goals of these projects. By implementing PistolStar's Password Power Plug-Ins, including customized plug-ins supporting specific applications, the customer was able to provide reduced or single sign-on for its end-users, unify password policies and reduce password-related Help Desk calls by 50-65%.

"We wanted to make password changes easier and less frustrating for everyone," states the IT technical architect, who frequently took calls from employees venting their dissatisfaction. "(Lotus) Notes is more complicated with respect to password changes because of the Notes ID, so we needed to find a way to work around that."

The Situation (Problems and Environment)

Problem One

An enterprise-level company using Lotus Notes and Domino across its global offices, the customer found that its employees were experiencing difficulties with changing their Lotus Notes password. This raised issues with the password rule that users must change their password every six months.

"We wanted to make password changes easier and less frustrating for everyone," states the IT technical architect, who frequently took calls from employees venting their dissatisfaction. "Notes is more complicated with respect to password changes because of the Notes ID, so we needed to find a way to work around that."

Problem Two

The customer has several external Websites, including an active customer support site. Because of the various directories and applications running on the site, each user had several identities which required six different logins.

"We didn't want our customers to have to deal with that," states the IT business architect who approached PistolStar about addressing this concern. "We have three main directories which the users have to login to, but it was important we find a way to reduce the number of logins."

The three main directories included Lotus Domino, Apache and ATG Knowledge, a customer and knowledge management solution.

The Solution

Project One – Password Power 8 Resolves Password Change and Policy Issues

To address its Notes ID password change issues, the customer selected PistolStar's Password Power 8 Lotus Notes ID Plug-In and Lotus Domino Plug-In. Password Power allows the organization's users to authenticate with Microsoft Active Directory and achieve single sign-on access to Lotus Notes and Lotus Domino applications, eliminating use of the passwords for these applications.

“Password Power is the only product out there that enables Notes ID password changes, which are accomplished by integrating Active Directory,” states the IT technical architect. “Password Power is the only product that automatically synchs the Notes ID password with Active Directory, which allows us to also bypass the Notes ID password change rule.”

The customer deployed Password Power to 1500 employees, reporting that the process was effortless.

“Password Power has a small footprint, which is nice,” states the customer. “We could deploy easily without causing inconvenience and pain to the users.”

“Password Power is the only product out there that enables Notes ID password changes, which are accomplished by integrating Active directory,” states the IT technical architect.

As a result of implementing Password Power, the customer was able to reduce the number of times users change their passwords from three to one. Microsoft Windows/Active Directory, Lotus Domino and Lotus Notes were the main three passwords used in the organization, but now users only need to change their Active Directory password in Windows. They achieve single sign-on with Active Directory as well, eliminating subsequent password prompts to access Notes and any Domino applications.

“Password Power is a great product,” states the IT technical architect. “Every time someone changes their ID and password, we get a back-up copy that’s stored in a mail-in database on the Domino server.”

Project Two – Customized Domino Plug-Ins Add Single Sign-On Support for Apache, ATG and Daisy

When the IT technical architect saw that PistolStar had a white paper on its Website about single sign-on with Active Directory, he shared it with his colleague, the IT business architect who was seeking a solution to reduce the number of logins on the customer support site.

“We hadn’t been able to find a solution that was at the right price point or would resolve the problem in a reasonable time frame, but then we talked to PistolStar,” states the IT business architect. “Their team delivered by customizing a solution for us. We worked with their lead developer, who impressed us with his ability and quickness to resolve our problem and enable us to provide our customers with single sign-on to Apache and ATG as well as to Domino by authenticating with their Active Directory credentials.”

Shortly after implementing the Password Power Plug-In for Domino single sign-on with Apache and ATG support, the customer added another application, Daisy, for which PistolStar developed an added plug-in enabling single sign-on.

“PistolStar’s team was able to come up with resolutions to our problems,” states the IT business architect. “They were able to work remotely as well. We had a very good experience working with them.”

The IT technical architect affirmed these comments by adding, “The development and implementation were very quick and went very well.”

The customer can now offer single sign-on to four key systems on its customer support site. A portal is now also set up on the site where customers have a front-end login.

With the implementation of PistolStar's Password Power single sign-on plug-ins, customers have no additional logins to those systems and reduced sign-ons overall across the site.

"We resolved the fact that we were not allowing single sign-on anywhere on the site," concludes the IT business architect.

The Benefits

Among all the calls received by the customer's Help Desk personnel on a daily basis, the majority were related to password issues. Windows/Active Directory, Domino and Notes are the organization's top three systems, therefore the calls most revolved around the passwords used to access these systems.

With Password Power, users only need to remember and change one password — their Active Directory password. The organization's employee portal has links in the portal that had required users to login again, however Password Power now allows them to access Domino applications directly via single sign-on. Another plus is that issues with password policies and strength rules are now eliminated.

Most importantly, the organization has been able to cut the number of Help Desk tickets it has by an astounding percentage — one-half to two-thirds.

"If a user does call us with an issue, we can now get them back in within minutes," affirms the IT technical architect.

With respect to the customer support site, the IT business architect reports, "The customers are happy that we have significantly reduced the number of logins. Also, we now have a customer portal developed that we can take to another level and create a more customized portal page with personalized content."

The bottom line for the customer was that PistolStar responded to two diverse issues by successfully delivering solutions that produced immediate results.

As the customer reiterated, "Password Power is the only product out there that integrates Active Directory to achieve single sign-on to Lotus Notes and Domino applications, and PistolStar was the only company we could find that could resolve our problems in a reasonable timeframe."

###

As the customer reiterated, "...PistolStar was the only company we could find that could resolve our problems in a reasonable timeframe."