



Saving helpdesk hours by setting up self-service password resets

“Identity is the new firewall of the future. We can’t continue to use our old way of controlling application access because business is not happening exclusively in our network anymore. With Azure Active Directory Premium, we can stay in control, no matter where our users roam.”

—Jon Monroe, Senior Solutions Architect at Binary Tree

One of the most common calls people make to a helpdesk is when they need to reset their password. If left unchecked, these types of calls can quickly overwhelm helpdesk staff and keep them from other, higher-value support.

Inundating the helpdesk

Such was the case with our client, an industry giant based in North America. Their executive sales team regularly travels around the world to countries with a high security risk. So they use strict password policies both locally and in the Microsoft cloud.

As a result, their sales team often found themselves locked out of their accounts when traveling, unable to get to key emails and files in Office 365. And this would inevitably happen before a big meeting with a potential client. To fix it, they would call in to the helpdesk, often after hours or on weekends. Which meant their helpdesk was overcommitted, on call at all hours of the day and night.

Switching over to self-service

Our experts helped them switch over their password resets from over-the-phone to self-service. Specifically, they rolled out the [self-service password reset](#) (SSPR) feature of Microsoft Azure Active Directory Premium. It’s an easy way for IT to let users reset or unlock their passwords or accounts on their own, without having to call the helpdesk.

Rolling it out

Here’s how we helped them roll out their new password solution:

- Set up Azure Active Directory Connect password writeback
- Identify authentication methods
- Set up SSPR with approved authentication methods
- Write end-user instructions
- Set up new password policies for on-premises and cloud

Case Study Highlights

Move from: Helpdesk password reset

Move to: Self-service password reset

Industry: Manufacturing

Region: North America

Customer Situation

An industry giant with a mobile workforce needed to simplify the process of resetting passwords.

Solutions

- Azure Active Directory Premium self-service password reset

Results

Now, their users can reset their passwords themselves, without having to call in to the helpdesk—or even be connected to the company’s network. Which means their helpdesk is spending less time helping people after hours and on the weekends.

Benefits

- Automatically match on-premises password with the changed cloud password
- Increase user and helpdesk productivity
- Lower the number of helpdesk calls after hours and on weekends
- Focus the helpdesk on more value add support