

Symantec Technology Partner: Specops Software



S P E C O P S

Partner Product: Specops uReset

Symantec Product: Symantec Validation and Information Protection

Business challenges

Password reset calls to the help desk drive up support costs. Such calls, whether resulting from a forgotten or expired password, cost organizations on average \$50 per user, per year. This doesn't include the hard-to-quantify costs of user downtime, which can be substantial for remote workers, especially if they don't have their cached credentials updated; such remote users won't be able to get into their endpoint until they are back on the corporate network.

Weak user verification methods leave an organization vulnerable to attacks. Fraudulent password resets are a common and successful form of phishing attacks. Secure user verification requires multiple dynamic authentication factors beyond traditional security questions.

Not all self-service password reset solutions are created equal. Specops uReset is accessible from any location, updates locally cached passwords, and supports secure user verification (such as Symantec Validation and Information Protection, or VIP) that can be extended to the help desk. User enrollment is seamless, eliminating one of the main barriers to adoption.

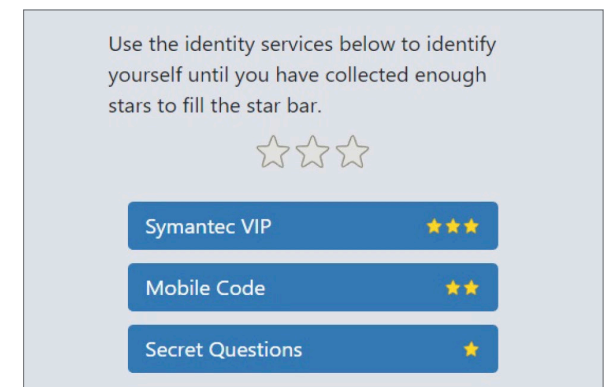
Combined benefits

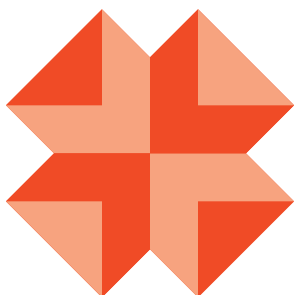
- Reduce the number and cost of password reset calls to the help desk
- Secure self-service password resets, password changes, and account lockouts
- Secure help desk-driven password resets
- Auto-enroll current Symantec VIP users
- Increase ROI of existing Symantec VIP investment

Integrated solution

Specops uReset is a hybrid self-service password reset solution. It works with Symantec VIP two-factor authentication to verify users before they can unlock, reset, or change their Active Directory password. It also extends Symantec VIP to the help desk, enabling its staff to validate users securely before resetting passwords.

Current Symantec VIP users are automatically enrolled in Specops uReset. IT administrators can add additional identity services, and assign weights to each to reflect security levels, when configuring the uReset authentication policy. Users must collect enough stars to satisfy the policy when attempting a password reset (see graphic).





As a hybrid solution, Specops uReset does not store user, enrollment, or password data in a separate database; rather, it stores such data within a user object in Active Directory. A lightweight service, called the Gatekeeper, is installed to read and manage Active Directory operations.

Conclusion

Specops uReset enables users to address common password management issues including forgotten passwords, account lockouts, and password resets. The solution goes beyond traditional identity verification methods, and revolutionizes self-service and help desk-assisted password management with Symantec VIP. The integrated solution ensures that users can securely reset their passwords, from any location, device, or browser.

To learn more or to set up a demo, please contact [Specops Software](#).

About Specops Software

In 1998, Microsoft introduced NT5 Beta 2, known as Windows 2000, and in that a technology known as Group Policy. When a small group of infrastructure consultants, led by Thorbjörn Sjöväld, with a focus on Systems Management Server, discovered the Active Directory platform, they anticipated an opportunity: Extending the capabilities of Group Policy without the complexity of Systems Management Server known today as System Center Configuration Manager. The opportunity became reality in 2001 when Specops Software was founded. With headquarters in Stockholm, Sweden, and offices in the US, Canada, and the UK, Specops Software helps organizations in more than 50 countries.

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton and LifeLock product suites to protect their digital lives at home and across their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com, subscribe to our [blogs](#), or connect with us on [Facebook](#), [Twitter](#), and [LinkedIn](#).

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