

certero[®]
for certain for sure

Xentrall
Shared Services
Delivering Excellence for All



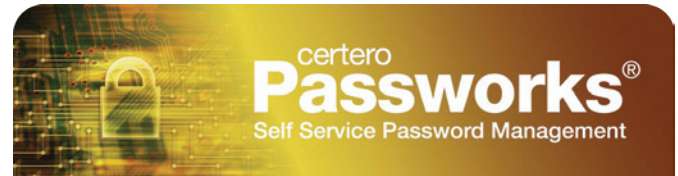
Xentrall Shared Services reduced their Help Desk password reset activity by 73% using Passworks[®]

Passworks[®] is an easy to use password reset solution that provides the Help Desk with a valuable resource

Customer Profile

Xentrall is a ground breaking public sector partnership between Stockton-on-Tees Borough Council and Darlington Borough Council, set up to deliver key back office transactional services. Stockton and Darlington Councils are neighbouring unitary authorities which have a culture of innovation and service improvement.

Xentrall works jointly with both Councils supporting them in the delivery of their services. The partnership was set up to deliver savings but there has also been investment in the partnership providing additional capacity to support each Council in the transformation of their services.



The Challenge

Xentrall Shared Services required a solution that could be applied across 5,550 PC's over 10 sites to significantly reduce calls to the Help Desk by allowing users to easily reset their passwords.

The solution would need to have a simple user interface that staff could understand and use which would in turn free up valuable resources on the Help Desk.

The solution would also need to be able to:

- Reduce calls to the Help Desk by allowing users to unlock accounts and reset passwords.
- Improve efficiencies by giving users the ability to reset their own passwords.
- The Free 30 Day trial allowed Xentrall to:
 - Test the ease of deployment
 - Collate feedback from the user community
 - Establish and validate benefits before purchase.

Microsoft
GOLD CERTIFIED
Partner

Sun
Partner
Advantage

CITRIX
PARTNER
Silver Solution
Advisor

SOPHOS
Silver Partner

Member of
FAST
Promoting the legal
use of software

vmware
PARTNER
PROFESSIONAL

The Solution

Xentrall Shared Services required a solution that could:

- Cut down on the number of calls to the Help Desk requesting account unlocks or forgotten passwords
- Be accepted and adopted by the user community.
- Ease of access and usability.
- Reduce time spent by the user community resetting Windows passwords.
- Increase productivity for Help Desk staff by freeing up valuable resources.

The Benefits

- Reduce calls to the Help Desk and decrease user downtime
- Involve the user community in the password reset process – reducing calls to the Help Desk.
- Simplify process for both the Help Desk and user community, improving efficiencies.

What the Customer Says

Michael Foster, ICT Server Support Officer said:

“Passworks[®] is an easy to use password reset solution that has allowed us to significantly reduce costs and improve service for end users.

We tried a few different password reset solutions but this one was preferred by our users. The Help Desk also preferred this solution because of its ease of use when helping the user through resetting a password or registering them on the system.”



Certero Products are Compatible with Windows[®] 7 and have been tested to meet all of the technical requirements to be Compatible with Windows[®] 7.

About Certero

Certero is a specialist software vendor of Software Asset Management and PC Power Management solutions. Headquartered in the UK with offices in Australia and South Africa Certero delivers innovative solutions to help organisations remove complex processes to drive efficiencies in their IT investments.

Certero customers are drawn from across the public and private sector and our solutions have enabled organisations to cut CO2 emissions and save thousands on licensing expenditure

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