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Hull
City Council



Hull City Council uses intelligent Self-Service Password Reset Solution to help meet Government Code of Connection (CoCo) requirements

By implementing Passworks™, meeting the strict governance requirements of Government Code of Connection is made easier and drives efficiencies.

certero
Passworks™
Self Service Password Management

Customer Profile

With almost 250,000 residents and a student population of 16,000, Hull is a magnificent waterfront city that boasts a relaxing atmosphere and a mix of culture, shopping and nightlife, making Hull a great place to live, learn, work or visit. Located on the bank of the River Humber, Hull is a vibrant European city and cultural centre as well as being the capital of the Humber ports - the UK's leading foreign trading ports.

Government Code of Connection

The GCSX Code of Connection (CoCo) is a list of security controls with which ALL local authorities must be compliant before their GCSX circuit can be activated. This applies to local authorities who are taking a direct connection*, or who are connecting via an aggregated gateway.

*To the Government Secure Intranet (GSI)

The Challenge

As part of the Government Code of Connection (CoCo), Hull City Council had to meet the strict governance requirements which included password rules and policies in order to access the Government Connect Secure Extranet (GCSX).

Potentially, this would cause significant disruption to the 5,000 plus staff who have to access IT systems as they would now have to adhere to strict new policies with regards to frequency of changing passwords and the complexity of rules applied to such passwords in order to be more secure. The knock-on impact to Hull City Council's Service Desk, who currently reset the passwords for the IT users if they encounter difficulties, also had to be taken into account. The challenge was to provide the right level of service without an increase in cost.

Hull City Council required:

- the capability to enable IT users to safely and securely reset their own passwords in an efficient manner
- a solution that avoided an increase in workload to the Service Desk
- comprehensive management reporting and measurements
- integration into the existing IT service management solution
- integration with Active Directory

Microsoft
GOLD CERTIFIED
Partner



CITRIX
PARTNER
Silver Solution
Advisor

SOPHOS
Silver Partner

Member of
FAST
Promoting the legal
use of software

vmware
PARTNER
PROFESSIONAL

The Solution

As an existing customer of Certero, Hull City Council adopted Certero's Passworks™ Self-Service Password Reset Solution which met all their requirements, making the implementation of the new password policies seamless. This was something that other products they evaluated had failed to do.

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Passworks™ provided Hull City Council with:
Self Service Password Management

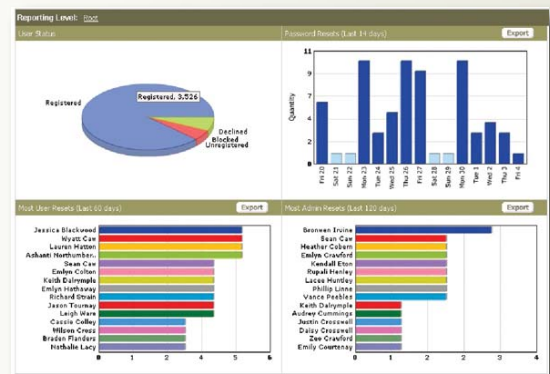
- an ability to implement a solution in one day with no dependencies on any third party products
- an easy and intuitive solution for both IT users and the Service Desk
- an ability to integrate with the existing IT service management solution to provide effective alerting and communication and an increase in automation
- enhanced security and auditability by knowing 'who' had reset passwords on which computer
- comprehensive management reports to help measure, monitor and manage password changes

What Hull City Council Said

Steve Moffat, Principal Strategy Infrastructure Officer, said;

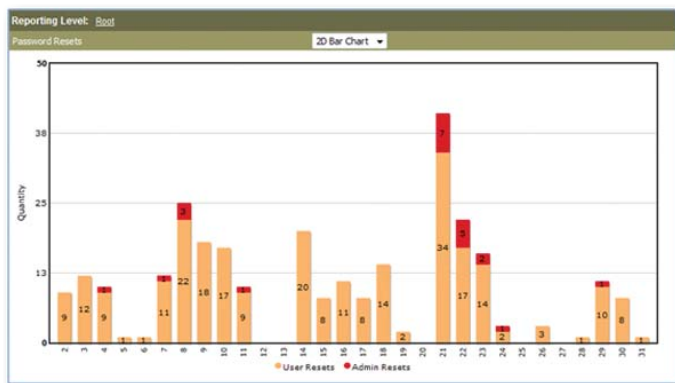
"We looked at several software packages to help us meet the requirements of increased security for passwords. The Certero solution Passworks™ was simple to use and had more functionality than the others, in particular it was very strong on reporting with a comprehensive management console."

"Our users found it extremely straightforward to use from day one, in fact our help desk did not receive a single adverse call from our 1,000 initial users. The self service system stopped over 200 calls being received every month for password resets prior to the installation of Passworks™"



The Benefits

- Additional efficiencies realised by the Service Desk
- Cost avoidance in excess of £10,000 annually
- Improved Service provision for users of IT systems
- Improved Security and Governance
- Management information to enable pro-active decision making and communication of passwords



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 helps companies achieve the best value from their IT investment and eliminate wasted spend on IT business assets. With public and private sector experience, Certero is the only independent software vendor of IT asset management and power management solutions in the UK.

Customers include Linpac, Diodes, Crown Paints, Warburtons, Nice-Pak, Gentoo Group, CoFunds, Swinton Insurance, Royal Air Force, Bradford MDC, Hull City Council, Carmarthenshire County Council, Xentrall Shared Service, Wiltshire NHS, Manchester NHS, Barnsley NHS, Epsom & St Helier University Hospitals, Birmingham Childrens Hospitals, North Mersey HIS NHS, University of Greenwich.

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