

Case Study

Masonicare

About Masonicare

Masonicare applies PortalGuard to reduce the burden of password related Help Desk calls.



Specific Pain Point

As a small, non-profit organization, Masonicare was looking for an efficient and cost effective way to handle their password resets. Users needed a solution for self-service password reset to reduce the amount of necessary Help Desk calls.

Existing Challenge

Most password related Help Desk calls were coming in during the night shift and the Help Desk employees were continuously inundated with a large number of these calls during each shift. This issue lead to a backup in their call queue with increasing hold times. With a user-base of 2,400, Masonicare required a cost-effective solution that would meet the needs of everyone while simultaneously working to reduce the high volume of password related calls being fielded by the Help Desk.

Customer Profile

Industry:

Non-Profit, Healthcare

2400 Users

Location:

Connecticut

The PortalGuard Resolution

What did PortalGuard Do?

Installing PortalGuard's Self Service Password Reset (SSPR) on-premises software, Masonicare was able to deploy a password reset solution that allowed users to reset their passwords quickly and easily. PortalGuard provided IT administrators with the ability to set password policies requiring specific attributes such as length, complexity, expiration and lockout based on failed attempts. PortalGuard's interactive feedback also allows for meaningful help screens that show end-users precisely what is required for a successful reset - as opposed to generic, potentially unhelpful error messages.

Why Was PortalGuard a Good Choice?

PortalGuard hit all of Masonicare's needs and then some; offering an affordably priced on-premises self-service password reset solution that was easy to configure and deploy, and which also gave IT administrator's full control over its configuration.

In addition, the PortalGuard mobile Self-service Password Reset Application was made available to end-users - providing the flexibility to reset passwords remotely through any supported Android or Apple device. With the increased ability to manage passwords without administrative assistance, Masonicare was able to begin devoting IT resources to more pressing matters aside from time-consuming password reset calls.

Additional Resources

[Centralized Self-Service Password Reset Tech Brief](#)

[Configurable Password Management Tech Brief](#)

[Get out of the Password Reset Business - Webinar](#)

PortalGuard is a cybersecurity authentication package that delivers a full set of features in a single, fully customizable solution. PortalGuard provides single sign-on (SSO), self-service password reset (SSPR), two-factor authentication (2FA), and over 130 other features to ensure that each campus is equipped with the tools needed to face any authentication challenge.