



# ALM5 PRO

## Key benefits



Oude Oeverstraat 120-4  
6811 JZ  
Arnhem  
The Netherlands

t: +31(0) 88 1221 800  
f: +31(0) 88 1221 899  
[www.rsconnect.net](http://www.rsconnect.net)  
[info@rsconnect.net](mailto:info@rsconnect.net)

# Key benefits – What problems are we solving?

Active Login Manager (ALM) is a Cisco Extension Mobility SSO PC client.

ALM can also contribute in a better company reachability because of several enhancements and integrations with other Cisco and Microsoft products.

Key benefits are split between three categories: Reachability, Security and Flexibility. Each category lists their associated problems and how ALM solves it.

# Reachability

## > Reachability responsibility

- Why is it a problem?  
Employees are not reachable when logged out but at their desk or logged in and not at their desk
- How does ALM solve it?  
When employees login or logout their PC all incoming calls will be forwarded automatically to predefined destinations. A User can be made responsible for his own reachability, reducing IT Support calls

## > Limited behaviour awareness

- Why is it a problem?  
Employees do not often see the need to login to their Phone because it is not clear for them how many times a day the phone is not reachable because they are not logged in
- How does ALM solve it?  
Every login or logout action is made visible to a user, creating awareness and allowing a user to change its behaviour and take action

## > Employees forget to login/logout their phones

- Why is it a problem?  
Employees are not reachable when logged out but at their desk or logged in and not at their desk
- How does ALM solve it?  
When employees login or logout their PC, their phone will automatically login or logout as well

## > Difficult for employees to enter complex credentials on phone

- Why is it a problem?  
User names sometimes consist of long e-mail addresses which are difficult to type on numeric keyboards
- How does ALM solve it?  
The username is entered once in ALM using the PC keyboard and remembered in their profile

## > Inconvenient having to login to multiple applications and or devices

- Why is it a problem?  
This is an extra step each day which is easy to forget and consumes valuable time
- How does ALM solve it?  
When employees login or logout their PC, their phone will automatically login or logout as well

## > Additional capacity needed at helpdesk and front desk

- Why is it a problem?  
When employees forget their password or forget to login/logout properly, helpdesk calls will increase to request password resets and front desk has to cover non-answered phone calls
- How does ALM solve it?  
It's not required to enter a Phone password anymore, as the employee's Windows PC will already have authenticated the employee

# Security

## > Moderate secure communications

- Why is it a problem?  
Using the existing Cisco Extension Mobility implementation most authentication requests to the central Call Processing server are transmitted in clear-text across the infrastructure. A protentional attacker could harvest these credentials and gain access to (parts of) the Call Processing server solution
- How does ALM solve it?  
By moving all Extension Mobility network traffic from untrusted or unsecure IPPhones to a secured ALM solution using signed certificates any potential leaks are limited

## > Failure to comply with government regulations

- Why is it a problem?  
Governments, banks and medical companies are required by law to apply the highest available security measurements in order to protect unauthorized phone usage
- How does ALM solve it?  
Without Single Sign-On, employees have to remember multiple passwords and employees might write them down on discoverable notebooks

## > Difficult to audit and track phone login behaviour

- Why is it a problem?  
When certain phones are used outside office hours it's difficult and/or a lengthy process to figure out which individuals have used those phones
- How does ALM solve it?  
By providing reporting capabilities that list login/logout locations and timestamps of connected company phones

## > Inability to prevent unauthorized phone usage

- Why is it a problem?  
Phones can be used to make unauthorized calls when employees forget to logout
- How does ALM solve it?  
Phones will automatically logout when an employee's PC is locked, shut down or at other configurable events

## > Errors in keeping employee's application permissions up-to-date

- Why is it a problem?  
When an employee resigns, moves department or stops working for their company, multiple application and device access profiles have to be modified or deactivated which causes space for human error
- How does ALM solve it?  
When access to the employee's PC is revoked or altered this will automatically prevent automatic login to their phone

## Flexibility

### > Extension Mobility from Cisco is not SSO enabled

- Why is it a problem?  
The Extension Mobility implementation of Cisco is not SSO enabled, it requires the user to enter userID's and a PIN via the numeric keypad on the IPPhone and it is not synchronised with AD in any possible way
- How does ALM solve it?  
By improving the authentication process and adjusting the login tasks ALM allows users to experience a true SSO solution. Integrating CUCM with ActiveDirectory could not be easier and by using ALM the user adoption and user experience will increase with real SSO

### > Other Single Sign-On products are difficult to deploy

- Why is it a problem?  
Most Single Sign-On products require a central server and/or changes to the network configuration and/or permissions. This involves additional time and costs
- How does ALM solve it?  
By providing a fully automated setup wizard, including scripted roll-out capabilities for easy and automated deployment without the need for extra hardware

### > My company requires an application that is customizable

- Why is it a problem?  
Especially in large enterprises, different departments or job roles require different behaviour of Single Sign-On software but custom software is more expensive and not immediately available
- How does ALM solve it?  
By providing customizable settings which can be set company wide, by department or even individual. Optionally employees can even personalize their own settings

### > Employees find it difficult to remember multiple passwords

- Why is it a problem?  
The more applications or devices are protected the more passwords are required, each with their own formats. Employees might write them down or make mistakes and are locked out
- How does ALM solve it?  
By making the Windows PC login leading and automate logins to the phone and additional communication software, such as Microsoft MOC and Cisco CUPS

## Additional Information

For any additional information please contact or visit:

- All countries: +31 (0) 88 1221 800
- <http://www.rsconnect.net>
- [sales@rsconnect.net](mailto:sales@rsconnect.net)