ALM - Key benefits

RSconnect
IPT Security

Oude Oeverstraat 120-4   t: +31(0) 88 1221 800
6811 JZ   f: +31(0) 88 1221 899
Arnhem
The Netherlands

Key benefits – What problems are we solving?

Active Login Manager (ALM) is a Cisco Extension Mobility 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

> 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

> Reception desk cannot determine presence of employees

- Why is it a problem?
  When employees forget to login, the reception desk will receive forwarded calls unexpectedly. When employees forget to logout,their phone will ring without anybody available to answer
- How does ALM solve it?
  When ALM logs in or logs out an employee's phone automatically their presence status will always be up-to-date and call-forwarding will be accurat

> 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

> **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 abused 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

> **> 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