Benco Dental

Benco Dental, the largest privately owned, full-service dental distributor in the United States, has been a family owned business since 1930 – and now has more than 30,000 customers and 1,200 associates in all 50 states.

Benco provides more supply and equipment options than any other full-service distributor, including a comprehensive suite of services: office design, equipment repair, practice coaching, financing and project management, wealth management and dental-specific technology solutions.

Namescape had the opportunity to talk with John Owens, infrastructure engineer at Benco Dental, to learn how their company is using myPassword and joBot to dramatically decrease their Help Desk password reset traffic and reduce the call burden for IT.

Read about John’s experiences with Namescape:

Their challenge – finding an effective self-service password management solution

We were in the process of migrating from a mixed infrastructure environment to a Microsoft platform. As part of that goal, we wanted to implement as many web-enabled and self-help services as possible.

We had tried some other password management solutions and free options that provided self-service password resets. But, our users were still calling the Help Desk because they couldn’t remember what their password was…so they couldn’t change it. This created an issue for our employees.

Namescape Solutions - myPassword and joBot

Last fall, my manager found a print advertisement for Namescape in a technical magazine and asked me to look into your company, specifically your web-based password management product.

Once we got to demo and test drive myPassword, we liked it the best out of the several we looked at. It gives us the ability to ask password reset challenge/response questions and send a password reminder email generated from your joBot product. They were straightforward solutions and fit our needs.

“With myPassword and joBot, we’ve seen a decrease in Help Desk calls that are password related. And that triggers a whole chain of ROI - IT is getting another problem solved rather than focusing on the routine and mundane.”

- John Owens
Infrastructure Engineer
In regards to joBot, we are using the product's password expiration reports and notifications, which sends an email out to users that have password that are about to expire.

It is a gentle reminder for people to change their password - these folks don’t get the usual pop-up reminders from Windows because they are only logging into SharePoint (websites), and that pop-up reminder isn’t an option.

We found that password resets were the top five to 10 calls our Help Desk was getting on a daily basis. With myPassword and joBot, we’ve seen a decrease in Help Desk calls that are password related.

And that triggers a whole chain of ROI - IT is getting another problem solved rather than focusing on the routine and mundane.

**How myPassword became even more effective…**

In the Windows world, there are multiple ways for a user to logon. To simplify as much as possible, we wanted our employees to use their UPN (user principal name) – all of our UPN names match our email addresses.

Because if you can remember your email address, you can remember your logon name.

At the time, myPassword did not have the UPN option at logon. We gave our feedback to Namescape and you actually gave us this new logon selection in myPassword. It moved right in line with what we wanted.

Now all of our employees have been trained that their user name is their email address (which happens to match their UPN logon name). And, we saw that the number of password reset calls dramatically dropped - people now know what they are supposed to enter in that field.

Namescape has provided our users with the experience we are looking for.