



# myPassword

Securing Your Business, One Password at a Time



Sykes Enterprises, Incorporated, a global leader in providing customer contact management solutions and services in the business process outsourcing arena, provides an array of sophisticated customer contact management solutions to Fortune 1000 companies around the world, primarily in the communications, financial services, health care, technology and transportation and leisure industries.

Namescape had the opportunity to talk with Bernie Snyder, Director, Global Engineering and Support at SYKES, to learn how their organization is using myPassword to efficiently manage thousands of user passwords and password complexity requirements – globally - while decreasing traffic to their Help Center and keeping their agents online and productive.

**Namescape:** Thank you for taking the time to talk with us. To begin, tell us what prompted you to look for an Active Directory tool and why you started using myPassword.

**Bernie:** Years ago, when we migrated to a Windows Active Directory environment (from Windows NT), we were faced with password complexity auditing requirements.

At the time, we had between 17,000 - 18,000 users around the globe; if we simply turned on the password complexity requirement, we knew that at that volume of users – and potential password lockouts - it would significantly increase traffic to our Help Center.

**Namescape:** How did myPassword help you better manage this process?

**Bernie:** We are a global outsource company that specializes in providing customer service care to many, many companies. Our agents need to be on the phone with clients, offering that support. This is the bread and butter of our business. We cannot do this if users are locked out of their accounts.

We find that myPassword gives our agents a quick way to reset their passwords without going through our Help Center...and without even having to leave their seat...so they can stay online and on the phone.

**Namescape:** How else has this tool provided support or saved you time?

**Bernie:** We chose not to require our agents to fill out password profile information, and we needed a quick and efficient way to reset forgotten passwords.

So, we take advantage of myPassword's vouching feature, which lets our supervisors easily vouch for employees on their team who forget their passwords. Managers can authorize a new password reset on behalf of their employee and keep them online. This seemed to be the natural solution for resetting passwords quickly.

# SYKES<sup>®</sup>

Real People. Real Solutions.

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## System Requirements:

### Minimum Server Hardware Requirements

- 800 MHz Pentium compatible CPU with at least 128 MB RAM (256 MB recommended)
- 25 MB Hard Drive space (myPassword)
- 50 MB Hard Drive space (rDirectory)

### Minimum Server Software Requirements

- Microsoft Windows Server 2003 SP1 or later
- Microsoft Internet Information Services 5.5 or later
- Microsoft Internet Explorer 6.0 or later
- Adobe Acrobat Reader 5.0 or later
- .NET 3.0 SP1 or later
- Microsoft Exchange 2000, 2003, 2007, or 2010 required for email

### Minimum Client Software Requirements

- Microsoft Windows 2000, 2003, 2008, XP, Vista, or Windows 7
- Microsoft Internet Explorer 7.0 or later
- Safari 5.0.3 or later
- Mozilla Firefox 3.6.3 or later
- Chrome 8.0 or later
- Opera 10.62 or later

**Namescape:** Yes, vouching can be very effective. We're glad it's working so well for you.

**Bernie:** We also use the vouching feature at our Support Center. We have global users that are part of management teams calling in for password resets, and we have them answer their profile questions to validate their identity to the Support Center.

Overall, when we've had audits, the solutions that myPassword provides have been received extremely well.

**Namescape:** That's great to hear. It sounds like you're maximizing myPassword's functionality.

**Bernie:** myPassword is a stable product in our environment. I don't think we've had a single support instance - I think that speaks a lot to the product.

Since we began using myPassword, SYKES has integrated with several additional companies. At one point, we looked at doing this type of function in-house but we decided against it. Instead, we have continued to add thousands of licenses to myPassword, and I think that shows the value of the product.

And as the roadmap of myPassword has expanded, the enhancements have only made it stronger.

For more information contact:



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