

FastPass Business Benefits

Business White Paper for Organizations

© **FastPassCorp** 2014

Oct 2014



ISV/Software Solutions

Introduction

In today's economic climate, management looks for projects that can reduce cost in the short term, and will continue to be cost effective when growth returns. Companies will decide whether to implement a project by evaluating cost and benefit and calculating the time to realize a Return on Investment. While cost is easy to work out, it is more difficult to determine the benefits, many of which can come from productivity gains.

In this document, FastPassCorp helps you calculate the benefits of using FastPass, to give you a full cost/benefit analysis of using the product.

The FastPass business case is clear and compelling. You should contact FastPassCorp and our partners for assistance in addition to this document. Please visit www.FastPassCorp.com for further information.

Regards

FastPassCorp Management

Table of Contents

Introduction.....	2
Financial Benefits of FastPass.....	4
Cost of handling passwords in the Service Desk	4
What is the cost of a Service Desk hour?	5
The Total cost calculation for the Service Desk.....	6
The Simple model.....	6
Service Level considerations.....	6
24*7 Service Desk costs.....	7
End-user Value.....	7
Many Passwords for the same users.....	7
Total password costs	7
Benefits.....	8
Costs	8
SW costs	8
Implementation.....	9
Costs for other equipment	9
Conclusion	9

Financial Benefits of FastPass

Implementing password self-service and FastPass will increase the productivity of your end-users, and reduce the workload in the IT department. FastPass will also improve IT-security around passwords. These are the main reasons for using FastPass. **FastPass saves you time and money!!**

When a user has forgotten their password, or the user-id is locked, FastPass allows them to reset their password, or unlock their account, using a self-service portal. FastPass can also synchronize passwords from the primary user repository to all the other corporate systems used by the user. This dramatically simplifies the users' password management, as they have one password for all systems, and they can manage the password themselves.

To calculate the benefits of FastPass and produce a business case you need to know how much time and money FastPass will save you. Although these must be based, to a certain extent, on assumptions, you will be able to produce a good estimate of your future savings if you follow this guide.

Calls to IT Service Desk



Aberdeen Group

According to analysts, 20-35% of all calls to the Service Desk are password related calls, and these calls disappear with self-service. There are other time savings for the users, who don't have delays, either waiting for the Service Desk to respond, or worse, needing assistance outside hours. Furthermore, the users can save additional time if they have to change many different passwords for different systems.

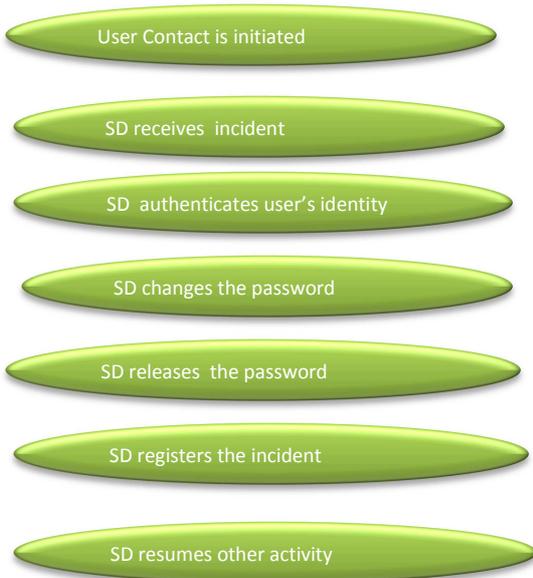
Cost of handling passwords in the Service Desk

In the IT Department, the major saving produced by FastPass is in the Service Desk, as the users will resolve all password problems using self service.

To calculate the savings, the Financial Controllers will typically use one of two methods:

1. Calculation based on number of password resets
2. Calculation based on the percentage of the total Service Desk activity

What are the elements in the process of password reset, and what time is involved in each step?



All steps involved consume time for the Service Desk employees.

- When the user phones, the person has to stop their current activity, which might take some time to resume after dealing with the call.
- They have to start a conversation and find out what the caller wants.
- They have to verify the user's identity. Some Service Desks use call back phone numbers, which have to be looked up, and contact reestablished. Others use challenge questions. It is important to understand that this element is crucial for the security of the password process and must be very thorough.
- The password has to be changed in the relevant system and directory. If it is in Active Directory, the Service Desk employee might have the tools and experience. However, it might be in a SAP or AS/400 system, which means the call, is passed to another department. The time for this will vary between organizations, but it is often lengthy.
- The desk must tell the user the new password. This process has to be secure, and avoid potential misunderstanding of upper- and lower-case letters, numbers and special characters. To do this properly and securely will take time.
- To keep track of incidents and the service level, the call must be logged in the Service Desk. Even if this is a standard "Quick" call, it has to be done and this takes time.
- The Service Desk employee has to resume the activity that was broken off to take the call. It can take several minutes to gather thoughts and restart an activity.

The time for resetting a password varies from around 5 minutes to 1 hour for the most tricky systems and secure processes.

What is the cost of a Service Desk hour?

There are various ways to calculate the cost of the Service Desk, perhaps using marginal costs, or including all direct and indirect costs including a proportion of all company overheads. The costs can be calculated by totaling hardware, software, office space, and staff costs, both direct and indirect.

Next, calculate the actual number of working hours available on the Service Desk, allowing for staff training, holidays, indirect work and sickness.

Dividing the total number of hours provided by the Service Desk into the total cost of the Service Desk gives a reasonable estimate of the cost of one hour of Service Desk time.

Based on this, analysts claim that the typical cost of resetting a password ranges from \$20 to \$150, depending on the process and the application.

The Total cost calculation for the Service Desk

If you have categorized your Service Desk calls accurately, you will have an accurate figure for the number of calls resulting from password problems. Provided calls are opened and closed correctly, you will have a good measure of time taken to resolve each call. The difficulty arises if service desk staff fixes the problem and then log and close the call, resulting in a “time to fix” which is too low.

Without these figures, it is possible to monitor the Service Desk for a fixed period, and then extrapolate. However, there are peak periods of password problems (for example, after summer or Christmas holidays), which must be considered when using this approach.

When you have these figures you can use the calculation model below, where we have used a company with 10.000 employees:

Passwords actions per year

	Number of employees	Number of forgotten passwords on average per year				Total passwords per year
		Active Directory	SAP	AS400	Others	
Usergroup 1	3,000	1.1	0	2	0	9,300
Usergroup 2	7,000	0.5	3	0	0	24,500
Sum	10,000	6,800	21,000	6,000	0	33,800

Password costs per Target System

						Total Cost
Average cost per reset		€15	€60	€30	€0	
Cost		€102,000	€1,260,000	€180,000	€0	€1,542,000

In the above example, the company has two user groups with distinctly different behavior regarding passwords, the calculation shows a cost of €1,542,000 (an average of €154 per employee every year)

The Simple model

Alternatively, use the percentage model. Judge the percentage of the Service Desk that is used for passwords, and take this percentage of the total Service Desk cost as the cost of password resets.

Service Level considerations

Many companies have specific Service Level Agreements with users, as ITIL proposes. Others work on an implicit service level.

For a user, a forgotten password is normally System Down, and hence top priority. The user will expect top priority incidents to be acted upon immediately. There is often a peak of ‘Forgotten Passwords’ calls on a Monday morning.

Unless you roster extra staff for Monday mornings, you might miss your SLA. Then you have to over perform for the rest of the week, to make sure that you reach your SLA target for the whole week.

There might be seasonal peaks after holiday periods, which will require extra staff or mean missed SLAs.

With FastPass you can handle all forgotten passwords immediately, no matter the time of day or the number of concurrent problems. This makes it much easier for the Service Desk manager to plan the staffing levels, as it is no longer necessary to have extra capacity to handle extreme peaks.

Once a self-service portal is introduced, users can be expected to use this to log other types of call. This can further reduce the load on the Service Desk, reducing cost still further and improving the quality of service to meet SLAs.

In some organizations – such as Service Providers – failing to comply with the SLA may result in direct financial penalties paid to the customer. With FastPass you will fulfill the very important, top priority password requests, reducing or even eliminating penalties.

24*7 Service Desk costs

Providing a service outside normal business hours is very expensive. If the majority of out-of-hour calls are password related incidents, then FastPass might remove the need for out-of-hours staffing. If this is the case, then the savings will be substantial, and might completely justify the costs of FastPass.

End-user Value

The value for end-users is continuing to work, without having to wait for access to a system.

If a user saves six minutes up to four times a year through self-service password, it is difficult to justify FastPass on these savings for an organization. Even with ten minutes reduction for 10,000 employees twice a year gives 200,000 minutes, or 3,300 hours, or two man-years. Most companies will not justify a purchase on this level of saving.

Users without access out of hours are a more significant saving. For example, a user returning from holiday wants to catch up on Sunday in order to prepare for the first day back. A forgotten password with no out-of-hours support produces a large cost to the company. This can be exacerbated if a number of users return from holiday at the same time, during school holidays for example; the queue of calls at the Service Desk could be large, users will have to wait, and SLAs will be missed.

When employees have to work evening and night shifts and are dependent on the IT system, there is a direct cost if they cannot get service from the Service Desk. The answer to this is a 24*7 Service Desk, but the cost of this is prohibitive for many companies.

Many Passwords for the same users

In large organizations, users might have many passwords to remember, perhaps 20 systems needing 20 passwords to manage and remember. If the organization has a password policy that requires the passwords to be changed every other month, then the poor user has to change 20 passwords 6 times a year – 120 password changes. This might take 4 hours at least per employee per year.

FastPass can synchronize Passwords, so the user only has to change password in one system, and then all other systems get the same password automatically. The savings of password synchronization for a large organization might be the most important savings of all.

Total password costs

The potential saving from self-service, automated password management can be summarized.

In this example, we have used the following numbers:

- 10,000 users with 5 passwords to change every other month (this is 4 extra passwords 6 times a year at 2.5 minutes totaling 60 minutes per year).
- 500 users have to wait 8 hours per year, as they forget passwords outside Service Desk opening hours.
- The average hourly cost used is €60.
- In the Service Desk there are extra resources to handle peak demand, estimated as €120,000 per year
- The Service Desk has to pay €75,000 to compensate for breach of SLA.

The total cost of handling passwords in the company is:

TOTAL PASSWORD RELATED COSTS

10.000 employees

Service Desk	Annual cost
Cost of Handling passwords	€1,500,000
Cost related to handling peak load caused by passwords	€120,000
Penalties for not fulfilling SLA	€75,000
Total Service Desk cost	€1,695,000
End-user	
Time with Service Desk today	0
Long waiting times (weekends -evenings - queues)	€240,000
Cost of changing multiple passwords	€600,000
Total End-user cost	€840,000
Total password related cost	€2,535,000
Cost per employee	€253

Benefits

With FastPass you can implement Password self-service within a few days or weeks, including password synchronization. The cost illustrated above is removed, and this is the benefit side of your Cost/Benefit analysis.

There is one important factor of which to be aware when it comes to realizing all the benefits, and it is to make sure that the users actually use FastPass!! The main issue is the enrollment process. With FastPass you can establish an automatic and very effective invitation - process with regular reminders containing individual text - which will ensure that the users sooner or later will enroll. If you don't enforce a strong enrollment process you will experience a lower saving from reductions in Service Desk load.

Costs

The calculation of investment and operating cost of the FastPass solution is straightforward. We suggest that you contact a FastPass Partner or FastPass to get a quote for your specific requirements.

SW costs

The cost of a FastPass license is based on the number of users. You will have the initial investment and then an annual upgrade & support fee. You might alternatively choose to make a leasing arrangement without investment but with periodic payments. You might choose a Cloud model, where the primary operating costs are all included.

Implementation

Installing FastPass software is straightforward and lasts only few hours or days depending on the complexity of your installation. You will need to consider the security policies for changing passwords and the security profiles you want. You might decide to have strong authentication for some users in some situations, perhaps when they access FastPass from unsecured networks. You can do this by sending a PIN-code to the user's mobile phone.

Following our "5-steps to password self-service success" will require some considerations and planning, which is individual per organization.

With different corporate systems with different passwords you might have to implement password synchronization.

Integration and synchronization takes 1 to 5 days per target system.

Costs for other equipment

You need security certificates: all communication in FastPass is based on https.

You might want to have a dedicated server –physical or virtual - in your domain for FastPass

You don't need other SW; FastPass uses only Active Directory and IIS.

Conclusion

Matching benefits and costs can be done in different ways, and each organization has standards for this.

We have chosen to show an example based on a company with 10,000 employees as presented in the Benefit section.

We assume that the Company uses the first month to implement and prepare. In the second month only 30% of the users are enrolled. In the third month 60% of the users are enrolled and from then on all users benefit from FastPass.

The investment in FastPass in the example will be €132,000 and annual subscription is €26,000. The investment in personnel and servers are estimated at €12,000.

The investment will have a pay back within 4 months!