Pôle emploi

NetIQ Self Service Password Reset provides significant cost savings with 75% reduction in password-related helpdesk queries, and brings autonomy and flexibility to 50,000+ users.

Who is Pôle emploi?

Pôle emploi is the primary public operator for the French employment market. As part of its public service mission, it pays benefits to job seekers, assists them in their search for work, and meets the recruitment needs of companies. Pôle emploi relies on nearly 900 local agencies.

The **pole-emploi.fr** website receives 42 million visits per month.

Introducing SSPR to Relieve Helpdesk and Save Costs

Pôle emploi is a historical Novell customer with a lot of in-house experience, so when its

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> IT Manager
> Pôle emploi

password management solution was reaching its end of life, the team looked to the current OpenText™ Cybersecurity offering and found NetIQ Self Service Password Reset (SSPR) by OpenText™. Mr. Fabrice Caron, IT Manager with Pôle emploi, explains further: "Most of our 50,000+ employees used to involve our helpdesk for password issues. This is a service that we outsource, and so there is a direct cost associated with using it. Our main objective in deploying NetIQ SSPR was to make our users autonomous. We want to offer them a similar user experience to what they know with online banking or retail sites."

Following a successful Proof-of-Concept, NetIQ SSPR was implemented, alongside effective user training to support adoption of the new tool. Training was important, as by then, users were in the habit of just contacting the helpdesk with any password issues. After six months, benefits became clear to all users, and they realized the flexibility NetIQ SSPR offers, such as additional functionality allowing users to manage their passwords outside the Pôle emploi network. As a result, they can change their password off-line and, when connected again, NetIQ SSPR will synchronize accordingly.

At a Glance

Industry

Government

Location

France

Challenge

Introduce password self-service to 50,000+ users to relieve helpdesk traffic and save costs while enhancing security

Products and Services

NetIQ Self Service Password Reset (SSPR)

Success Highlights

- Significant cost savings with 75% reduction in password-related helpdesk queries
- Auto-synchronization between NetIQ eDirectory by OpenText™ and NetIQ AD Bridge by OpenText™
- User flexibility and autonomy
- Enhanced security

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75% Reduction in Password-Related Helpdesk Queries

In the past, a lot of users didn't realize their password was about to expire which caused a lot of issues. "We now use [NetIQ] SSPR to email users up to five times to warn them of their upcoming password expiry so that they have ample opportunity to change it," says Fabrice Caron. The helpdesk is still involved occasionally in password management and the team wanted to find out if there is a way to keep new passwords completely confidential, even from helpdesk staff. NetIQ SSPR enables the new password to be sent to the user via email or SMS without the helpdesk agent seeing this information, for enhanced security. This is the next step in implementing NetIQ SSPR functionalities.

Fabrice Caron concludes: "Introducing [NetIQ] SSPR to manage our passwords has reduced password-related calls to our helpdesk by 75 percent, which means a considerable cost saving for us. The ease of use and flexibility has convinced our users to adopt this new solution. This was particularly clear during the COVID-19 pandemic when we suddenly had many more remote workers who seamlessly transitioned and managed their own password issues without increasing the burden on our helpdesk."

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