

White Paper

The Return On Investment (ROI) For Passpro

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Introduction

Passpro is a boxed service password reset business solution from Boonbox, a division of Pacific Coast Information Systems Ltd.

It is now common practice for organization to enforce security policies through password management. However, the rising number of applications for which employees must create passwords, combined with an increasing amount of complexity in those passwords, has made fast and secure password reset a prized capability for larger organizations.

Here we will explore the need increasing need for password reset, the costs associated with password-related helpdesk calls and the ROI specifically for the Passpro password reset application. This information will give CFOs, CTOs and other stakeholders better information for choosing a password reset solution.

The Need for Self Password Reset

The rising number and complexity of passwords has made fast and secure password reset a real necessity for organizations that want to maintain or improve productivity and security.

Heavy users of the Internet and IT systems have an average of 21 different passwords, according to a 2002 NTA Monitor Survey. Some of those polled had as many as 70 passwords (Business Exchange, "Identity Crisis").

Employees who are not considered "heavy" Internet users may still require an unweildly number of passwords. They may have separate passwords for their personal and work emails, passwords for multiple work applications and logging in to work computers. This is in addition to the many passwords that may be required for daily non-work requirements such as using an ATM, online banking, e-commerce or even online gaming.

In addition to the high number of passwords, the increasing complexity of passwords to prevent ID theft and data loss also poses challenges for employees' memory. Non-intuitive strings of upper and lower-case letters, special characters and use of other tactics designed to foil ID thieves make it harder for people to remember multiple passwords.

The result of this has predictably been a rise in the number of password reset requests from employees to helpdesks. Industry analysts suggest that each employee may require a password reset nearly twice a month. Since analysts also suggest that each helpdesk request can cost \$70 to resolve, including the lost productivity from "locked-out" employees, these costs can quickly add up.

Password self-reset is needed for organizations to reduce the drain of helpdesk and IT resources and improve productivity.

Passpro Features

Passpro Boxed Service provides a secure way for employees to reset their passwords without IT assistance.

Password management is becoming more challenging with the number of user accounts and the need for increased security, including complex password provisioning, and compulsory password rotation. Passpro empowers the end-user, improves productivity and lowers IT support costs by reducing or eliminating help desk calls.

Passpro may immediately reduce total volume of IT support calls by 25 per cent. Helpdesk employees often spend more than half their time resetting passwords for users, according to Technology analysts at The 451 Group. With Passpro, helpdesk employees could literally improve their productivity 100 per cent.

Password management solutions are becoming increasingly critical to the productivity and efficiency of organizations. Passpro can provide an effective solution to the challenges described above. In the next section, we will look at the ROI of Passpro to determine its cost-effectiveness.

Passpro's Return on Investment

Passpro's straightforward web interface allows employees to quickly and painlessly reset passwords themselves. Help desk costs are reduced, and IT resources are able to focus on more strategic projects.

In a large organization that receives hundreds of helpdesk requests per day, each password reset request may cost a company up to \$70 to resolve, according to Forrester research. This includes lost productivity for both the helpdesk and the employee rendered ineffective by being locked out of their business applications. However, one is cautioned to treat this figure as a guideline. Some companies may find password reset costs to be higher or lower, depending on their unique work environment.

A. Passpro ROI Calculation (Average)

In order to calculate the ROI for Passpro, let us imagine a medium-sized company with 200 employees. Each employee calls the helpdesk an average of 1.75 times per month to reset their password, in accordance with META group research findings. That means there are 350 helpdesk requests at this company per month.

350 password reset helpdesk calls per month x \$70 (average cost of help desk call) = \$24,500

Let us assume pricing per month of just \$5 per employee, per month. The company will pay \$1,500 for Passpro.

Assuming an average of 20 business working days at the office per month, the cost savings of Passpro would pay for itself after less than a day and a half. Note that this is just from a single month of operating with Passpro. Let us calculate the savings over one year.

\$24,500 cost savings per month x 12 months = \$294,000 in cost savings from Passpro per year.

B. Passpro ROI Calculation (Conservative)

As mentioned earlier, this calculation is done with the cost of each password reset put at \$70, as cited by Forrester research. Even if the cost of password reset is half of the \$70 figure at an organization that pays below-average wages and operates at low cost, the ROI of Passpro is still impressive.

Again, let us assume pricing per month of just \$5 per employee, per month. The company will pay \$1,500 for Passpro.

350 password reset helpdesk calls per month x \$35 (average cost of help desk call) = \$12,250

\$12,250 cost savings per month x 12 months = \$147,000 in cost savings from Passpro per year.

Clearly, Passpro provides extremely significant cost savings by eliminating the need for helpdesk calls. This has the added benefit of freeing up scarce IT resources for more strategic undertakings. Passpro can provide organizations with a return on investment worth hundreds of thousands of dollars every year.

Conclusion

Passpro offers excellent return on investment for organizations looking to streamline their operations for efficiency and cost-effectiveness. Password management has grown more complex as security needs have increased to counter data loss and theft.

Passpro's fast self-reset eliminates the need for helpdesks to handle this issue, improving productivity. Passpro is designed for IT managers and businesses, enabling organizations to do more with less.

About Pacific Coast Information Systems Ltd.

Pacific Coast Information Systems (PCIS) Ltd. is a full-service technology and consulting firm based in Vancouver. Founded in 1995, PCIS provides technical assessment & services, business analysis, and IT project management. More information about PCIS can be found at www.pcis.com

About Boonbox

Boonbox, a division of PCIS, was created in 2007. Boonbox specializes in productivity solutions that deliver immediate results in support of business challenges like security compliance, password protection and data backup issues. More information about Boonbox can be found at www.boonbox.net