



Per Kristensen
IT project manager



“FastPass Cloud helped our users quickly sign up.”

Frederikshavn municipality employs over 5,500 workers to support the 60,000 citizens of the town. Their staff serves in more than 200 locations to cover administration, healthcare, schools and other community needs. Per Kristensen, IT project manager of Frederikshavn, Denmark explains:

The challenge we faced was helping our users connect to our network with their 1270 smartphones, 1218 tablets and 2680 computers.

Our nurses and health care professionals especially needed to be able to reset their password 24/7/365. Our help desk was overly burdened by calls for password set-ups and resets, stopping us from giving other users the service they needed.

It's very important that we give our community great service. Long wait times for help desk service prevented the help desk from addressing other critical tasks, delayed our employees, and slowed down service to the public. As a result, we decided to look for a self-service password solution.

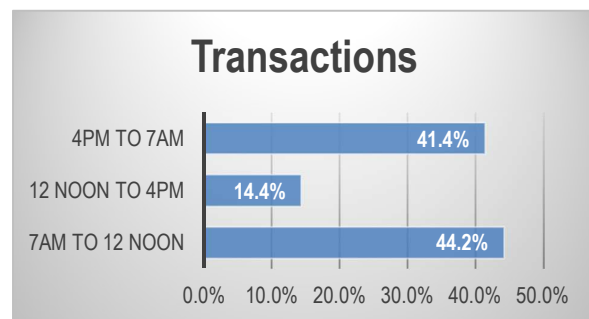
We looked at many password solutions, but FastPass excelled in two ways.

First, FastPass helped us get all our employees registered. It is the only solution that does this. Their feature allowed us to send emails to all the users in the Active Directory to help them sign up. After 14 days FastPass checked and sent a second email to those who had not yet enrolled... and then a third one warning them they would be unable to access the network if they didn't enroll.

This process worked very well for us. Our users signed up very quickly. We knew from the start this was a key feature to the success of the program. We started in May of 2015 and quickly enrolled 4100 people—more than 92% of our invited users. Now, nearly everyone is enrolled.

During the last 12 months FastPass handled 2,531 password calls or more than 80% of the total password calls from all the users. To our surprise, more than 45% of password self-service was outside normal business hours, between 4PM and 7AM. This year alone, 1150

users have been able to continue their work instead of waiting for IT service next morning!!



Second, as a municipality, we need to do things smarter and with fewer resources. We try to “get more for less.” We found FastPass’s Cloud solution fit our needs as an economical and effective solution. The cloud version saved us the work of setting up servers and infrastructure and maintaining an internal SW-package.

I must say we had a smooth implementation with very good support from the FastPass staff. FastPass did everything automatically. We just had to think about what to write in the sign-up emails to the users. The sign-up part of FastPass is superior to other solutions and that is the most important part if you want to succeed with a password reset system.

We are pleased that our users can reset their passwords 24/7 without having to wait in line for the help desk. Our help desk has been freed up to focus on more essential things. This solution gives us three winners: the help desk, all of our users, and the citizens of Frederikshavn who we serve every day.

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