Oliver Holmes
Deputy Director,
Technology and Operations

LONDON
METROPOLITAN
UNIVERSITY

WE CAN QUICKLY ENSURE OUR STUDENTS RECEIVE THE BEST IN LEARNING AND TEACHING.

London Metropolitan University exists to transform lives through excellent education. We have over 2,000 staff members, ranging from academics to marketing professionals, and around 12,000 students across three London campuses. All of us use FastPass to manage our user passwords securely both onsite and away from the University.

Information Technology Services (ITS) is our centralized information technology and media service that manages all ICT across London Metropolitan University. ITS is dedicated to providing an excellent customer experience that enhances learning and teaching, enables innovation, facilitates communication and provides effective services.

Students and staff use FastPass to manage their user password securely both onsite and away from the university. With the use of the synchronization, clients for Active Directory and Google keep their details up-to-date across the systems.

In 2011, we were experiencing a high number of password reset incidents. FastPass appealed to us because of its ability to integrate with our IT Service Management tool, Hornbill Supportworks. We implemented FastPass in June 2011 and now have 5 years under our belt. In that time, we have improved customer usage and implemented features such as mandatory enrolment.

The implementation was very quick

The FastPass implementation was very quick. It has become the main tool for password management within our community. We have found support to be very responsive. We were particularly excited in 2014 to implement a new skin with password strength indicator and have recently been using the Helpdesk pin for providing passwords to new accounts with a secret, system generated password.

As an enterprise solution with a huge amount of scalability we have taken advantage of this and we have recently moved from LDS to SQL Server to assist with our reporting and compliance needs, and have received excellent support and assistance. We are looking forward to moving our solution into the cloud with the hosted offering. Knowing that experts are looking after the service means there is one less thing to do!

We have seen an 80% reduction in assisted password resets. We're very satisfied with the product. It has significantly freed us up from frustrating and unrewarding password resets. We can quickly ensure our students receive the very best in learning and teaching.

I highly recommend FastPass. It is a comprehensive, enterprise solution with very high end user acceptance. It is certainly a best in breed product— clearly focused on providing secure password management. FastPass Corp offers excellent service and a technically robust solution.

Oliver Holmes
Deputy Director, Technology and Operations |
Information Technology and Services
London Metropolitan University

LONDON
METROPOLITAN
UNIVERSITY

The IT department of the London Metropolitan University is a provider of IT services to students, administrators and faculty for more than 25000 users.

... seen an 80% reduction in assisted password resets. We're very satisfied with the product. It has significantly freed us up from frustrating and unrewarding password resets