Nyrstar has improved password processes and improved user satisfaction

Nyrstar has chosen FastPass to automate and improve the processes related to users' forgotten passwords. This has improved user satisfaction and reduced the workload in the IT HelpDesk.
The number of forgotten passwords per involved user per year has dropped from 1,6 to 0,3. This is an improvement of 83%!

The large international mining and smelting company Nyrstar (Belgium / Australia) with worldwide operations found back in 2009 that they spend too much effort in the IT department on direct user contact and interruptions from users. Nyrstar decided to launch a strategy with end-user self-service. As a first and natural step in this strategy it was decided to start with end-user self-service of passwords when users have forgotten their passwords or have had them locked.

As most users have at least two passwords: one for Windows and one for SAP, Nyrstar decided for a model where the users would gain simplicity and speed. With automatic password synchronization from Windows to SAP the users only have to remember one password. In many cases the users actually have many SAP instances and hence many more passwords to remember. This strategy in itself has reduced the number of forgotten passwords. When a user then forgets the one password he has, he can via the PC client or via an internet portal reset the password without contacting the IT HelpDesk.

Nyrstar uses FastPass for the password self-service and SAP password synchronization. Hans Lauwers SAP technical analyst: "We have worked with FastPass for nearly 3 years now, and we have reached the objective for our project. As being one of the first FastPass SAP customers we had some initial challenges. FastPassCorp delivers however very dedicated and qualified support and we have for several years been very satisfied. Recently we decided to extend FastPass to all our international users, and will then reach 5.000 users".

CEO Finn Jensen of FastPassCorp says: "We are very happy with the results Nyrstar has received with FastPass and the important inspiration they have been for us during our cooperation"

About FastPassCorp
FastPassCorp is a global provider of self-service password reset solutions. FastPassCorp is headquartered in the Greater Copenhagen area, Denmark. FastPassCorp A/S is listed on First North, NASDAQ OMX Copenhagen Stock Exchange [FASTPC]

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