



### Situation

With 6,700 employees serving more than one-half million patients per year, University Hospital Birmingham NHS Foundation Trust is one of the leading health trust organizations in the United Kingdom. To maintain efficient, high-quality operations, the IT department operates a 24-hour help desk that handles more than 60,000 calls per year. With regulations requiring strict standards for

passwords, including changes every 30 days, a significant percentage of help desk resources were dedicated to resetting forgotten passwords.

### Solution

“We began shopping around to find a product that could solve that through self-service,” said Stephen Chilton, the hospital’s technical architecture manager. After analyzing the market and testing the leading candidates, the hospital selected Avatier’s Password Station, a module in the Avatier Identity Management Suite (AIMS). Forgetful users securely reset their passwords from the login screen by answering three private questions or over the phone by supplying a PIN and employee number.

### Benefits

Using Password Station’s built in cost savings calculator, UHB found that Password Station paid for itself in less than six months. Particularly important, UHB found that it could deploy the Avatier solution on its existing infrastructure without consulting services. Chilton observed, “Unlike some of the competitors, they could scale up quickly.” UHB also demonstrated compliance with NHS regulations. “Password Station allows us to support these, and to follow good practices,” said Chilton.

### For More Information

To learn more about UHB and other identity management implementations, contact Avatier Sales at 925-217-5170 or [sales@avatier.com](mailto:sales@avatier.com)

## Solution Overview

### Customer Size

6,700 employees

### Systems Integrated

Microsoft Active Directory

### Country/Region

United Kingdom - West Midlands

### Business Situation

Providing support around the clock, the Help Desk was handling more than 8,000 password reset calls per year.

### Solution

After extensive evaluation of a number of self-service password reset solutions, UHB chose Avatier’s Password Management.

### Modules Purchased

Avatier Identity Anywhere Suite

Avatier Password Management

Universal Logon Secure Kiosk (GINA)

Telephone Reset PIN Authentication

### Benefits

Rapid, proven ROI

Accelerated user productivity

Significant reduction in help desk call volume

Compliance with healthcare security requirements

### Organization Profile

Serving over 500,000 patients annually in two hospitals, University Hospital Birmingham National Health Trust is ranked nationally in the top 4% of trusts for financial performance and in the top 20% for quality of patient services

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Stephen Chilton, Technical Architecture Manager