

FOR IMMEDIATE RELEASE

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Vanguard PasswordReset Customers Achieve Huge Cost Savings

Significantly Reduce Help Desk Calls, Reset Wait Times

LAS VEGAS – August 13, 2008 – [Vanguard Integrity Professionals](#), the leader in enterprise security software solutions, today announced that Vanguard PasswordReset software is helping companies significantly reduce the number of calls placed to corporate help desks and decrease user wait times. PasswordReset is a complete user self-service password resetting solution that increases profitability in enterprise environments.

Gartner, Inc. reports that between 20 and 50 percent of all help desk calls are to reset passwords, at an average cost of \$51 to \$147 per call. By streamlining the process and enabling employees and external customers and partners to reset their own passwords, enterprise help desks can significantly reduce costs, provide better customer support, and ensure that staff are available to address more serious technical issues.

Since deploying Vanguard PasswordReset, one of Vanguard's customers, a leading provider of integrated payment solutions, marketing services and technology solutions, has appreciably reduced the number of help desk calls it receives from internal and external users by approximately 4,000 per month. Vanguard PasswordReset paid for itself in the first month it was deployed. Not only did the software reduce the number of help desk calls for password-related issues, it also allowed the customer to provide

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better overall customer service, including shorter help desk wait times and staff that is now available to focus on more critical issues and help customer with additional needs.

“Vanguard PasswordReset is an extremely powerful tool that is easy to learn, use and administer, and provides customers with dramatic cost savings, while improving response times of the entire help desk department,” said Brian Marshall, director of product development at Vanguard. “The cost savings and ease of use of PasswordReset are representative of all Vanguard software products, which are designed to dramatically improve enterprise security and productivity by automating processes.”

Vanguard PasswordReset software provides companies with an immediate payback and long-term benefits by addressing the common problem of forgotten or expired RACF[®] passwords. Enterprise security is greatly improved with PasswordReset because password changes are provided directly to the end user without other individuals being involved. PasswordReset allows authorized users to quickly and securely change their own passwords, which eliminates the need for users to make a call to the help desk or reveal verification details over the phone.

For more information about Vanguard products and services, visit www.go2vanguard.com or call 1-877-794-0014.

About Vanguard Integrity Professionals

Vanguard Integrity Professionals, www.go2vanguard.com, provides enterprise security software for large enterprises and government agencies that need to solve complex security challenges and meet regulatory compliance requirements. Vanguard’s security management, identity authentication, auditing and compliance, and intrusion detection solutions are easy to use, automate processes, and provide a rapid return on investment. With Vanguard’s solutions IT security and auditing professionals can save time, be more productive, and focus their attention on situations where human judgment is required.

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