



# Enterprise Self Service

CionSystems' **Enterprise Self Service** improves productivity while reducing costs. Users can securely reset expired or forgotten passwords from any computer, tablet, or smart phone. Enterprise Self Service supports Microsoft Azure, Office 365, Open LDAP, Google app, Sales Force, unlocking accounts, users editing selected personal attributes, Group membership, white pages, and much more!

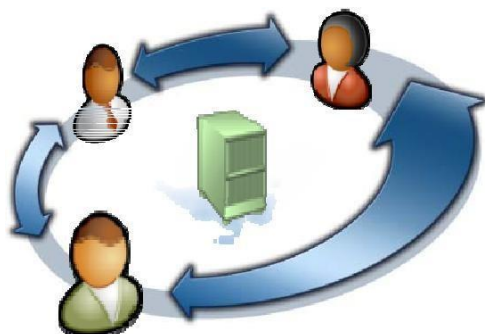
## COST SAVINGS

*Many calls to IT Help Desks are simply to reset expired or forgotten passwords, or unlocking user accounts.*

*Enterprise Self Service saves time and expense by allowing users to securely manage their credentials without Help Desk intervention. This results in less downtime and increased satisfaction with IT processes.*

## EMPOWER

*CionSystems Enterprise Self Service empowers managers and employees. The simple, easy to use, web based portal supports resetting passwords, white pages to for easy access to information, self-service allowing users to edit there data and manage their passwords.*



CionSystems **Enterprise Self Service** allows internal and external users to perform tasks that would normally require help desk interaction. Giving users secure, well managed, self-service options reduces costs and improves overall efficiency and end user satisfaction. Users can personalize information, such as role, location, contact details, image, as well as, reset expired and forgotten passwords. This streamlines business processes, decreasing costs, while strengthening security, audit, and IT processes. Staff and budget resources can focus on business needs and being consultative partners.

Enterprise Self-Service bridges the on-premises world with the cloud. Users' Office 365, Azure AD, Google apps, salesforce, AD, and other directories passwords can be synchronized with their Active Directory Domain information.

## KEY FEATURES

- Easy to deploy & easy to use
- Web based portals for administrators & users
- Improve security, visibility, & accountability
- Synchronize on premises and Office 365
- Lower administration costs
- Increase productivity and user satisfaction
- Comprehensive audit and reporting
- Customizable Help Desk interface
- White Pages
- Customizable password reset questions
- Implement stronger password policies
- Administrative and User Portals
- Fine grained security model
- Multi-tiered administrative & user permissions
- Scope permissions to specific OU's or Users
- Streamline and improve business processes
- Provides multifactor authentication

Employees can manage their profiles, including names, contact details, e-mail, settings, and credentials. Enterprises' management structure (hierarchy) can be represented in Office 365 via CionSystems Enterprise Self Service.

This enables delegation when administering Office 365, and supports governance and compliance activities. Enterprises can now create business processes and policies that apply across many stores: Active Directory, Azure Active Directory, OpenLDAP, Office365, Google apps, salesforce etc. This also allows reports and audit data to track changes on-premises and in the cloud.

## PORTAL BRANDING

To streamline adoption and deliver a seamless experience, CionSystems Enterprise Self Service allows customization of the user interface, including adding logos. Email notifications templates allow messaging to be easily edited to include pertinent information and contact details.

## ZERO DOWNTIME

CionSystems Enterprise Self-Service is browser-based, agentless and 100% Web enabled. You can access it from anywhere, allowing you to reduce downtime and increase productivity.

For more information on any of our products or services please visit us on the Web at: [www.CionSystems.com](http://www.CionSystems.com)

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## Increase productivity

CionSystems Enterprise Self-Service provides web-based management tools for end users. Account unlocking and password management is a time consuming and all too common IT support issue. IT best practice policies and compliance requirements are introducing additional complexities to your environment and force help desk professionals to spend more and more time responding to user requests. CionSystems can help. Deploying the Enterprise Self-Service will decrease your administrative burden and simplify your environment. Our solutions lower cost and improve help desk response time. Users can quickly make changes and reset their passwords. Processes can span on-premises and the cloud, reducing complexity and increasing security.

## Take the next step

Identity management is critical to your organization's productivity. Maintain control and visibility of both your on-premises and cloud identity and credentials. **Enterprise Self Service** provides Office 365 and other cloud and non-cloud based directories with delegation, organizational structure, and Self-Service, simplifying the IT environment. CionSystems products can help you achieve maximum productivity, streamline your processes and create a more secure and well governed environment.

More information is available at <http://www.cionsystems.com>

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