



ProID™ for Password Resets – ChoicePoint offers an automated, cost-effective, secure solution that reduces help desk costs by allowing your customers, employees or applicants to reset their passwords online.

EXPIRED PASSWORDS? FORGOTTEN PASSWORDS? LOCKOUTS? TRUST CHOICEPOINT TO HELP PROVIDE THE ANSWERS YOU NEED.

With ProID for Password Resets:

- Reduce help desk calls, hold times and fraud risk
- Eliminate password reset backlogs
- Enhance overall identity security
- Help improve customer satisfaction
- Increase individual account control
- Provide cost-effective, secure solutions
- Authenticate user identities online



→ As IT security systems grow in complexity and size, so do its user passwords and policies, e.g., alpha + numeric + symbol and more frequent changes. ProID for Password Resets and ChoicePoint Authentication Solutions (CPAS) quickly plug into any existing password or identity management system — helping to reduce online fraud and identity theft by providing a second layer of authentication. CPAS offers flexible and highly customizable products that integrate easily into and across existing back-end infrastructures — server-to-server, batch, over the Web or via telephone.

OVER →



ChoicePoint ProID™ for Password Resets

PROID PASSWORD RESETS CAN HELP YOUR ORGANIZATION INCREASE:

Money Savings

- Reduce inbound requests to help desks by migrating calls to secure, automated self-service channels.
- Offered in a packaged solution or individual application for lower cost of ownership.

Time Savings

- Save employees time by providing remote authentication options, which improves efficiency and productivity.
- Faster integration and implementation than a custom-built solution.

Individual Account Control

- Allow authenticated consumers, vendors, or employees greater control in managing their online identities via the Web or telephone.
- Offer a transparent, high-quality, user interface to drive up automation and customer satisfaction.

Enhanced Security

- Authenticate user identity before account provisioning and registration, resetting passwords or granting access rights and privileges.
- Enable thousands of automated password resets across different back-end systems.

- Prevent unauthorized access to password resets and internal systems through the help desk.

APPLICATIONS

ProID™ for Password Resets can streamline and improve the following business processes:

- Password authentication for account enrollment.
- Access to enhanced account features.
- Password/PIN resets.
- Conducting government-regulated transactions, including:
 - Insurance policy changes.
 - Healthcare record retrieval.
- Additional security in account provisioning and registration.
- Granting access rights and privileges.

PASSWORD RESETS BY THE NUMBERS

- Password reset calls can cost help desks \$10 to \$31 per incident, and an organization with 10,000 users would spend over \$2 million handling password resets each year.
- Fifteen to forty percent of help desk calls deal with password resets. And maintenance of user identities consumes, on average, 25 to 30 percent of an IT organization's time.

About ChoicePoint

ChoicePoint (NYSE: CPS) is the leading provider of identification and credential verification services for making smarter decisions in a world challenged by increased risks.

Serving the needs of business, government, non-profit organizations and individuals, ChoicePoint works to create a safer and more secure society through the responsible use of information while ensuring the protection of personal privacy.

Why Use ChoicePoint?

ChoicePoint has unmatched data resources with more than 19 billion public records online.

ChoicePoint has the ability to recognize changes across a wide variety of data sources to ensure maximum coverage.

We are able to access and monitor:

- Credit header data
- Bureau marketing and list data
- Proprietary insurance data
- Nationwide telephone directory (historical and real-time)
- Government data

ChoicePoint analytics can help recognize relationships between individuals, identities, and addresses to reduce the possibility of "false alarms."

To learn more:

Contact ChoicePoint Authentication Solutions at **1.800.342.5339**

Or, visit us on the web:

www.choicepoint.com/business/authen/cpas

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