





Are You Saying Your Solution Does...?

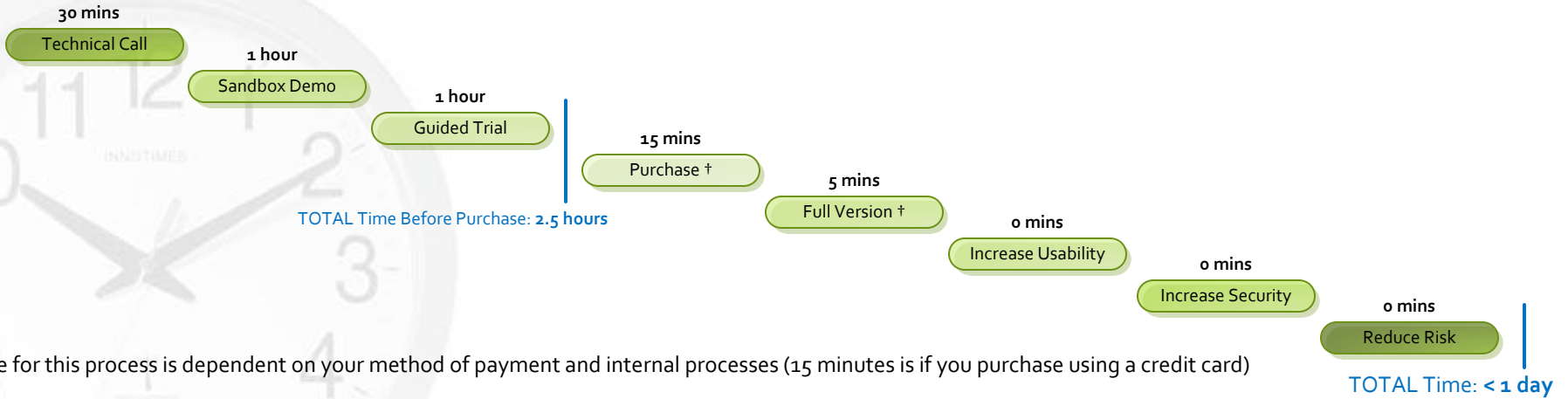
Self-service Password Reset Functionality										
	Require Multiple Questions	Avoid Mainstream Questions *	Multiple Sets of Questions*	Ask Mandatory/ Optional Questions	Offline Password Recovery*	Sidecar Mode (attach functionality)*	Flexible Configuration	Auditing/ Reporting	Platform Extensibility*	Low Total Cost of Ownership
 PORTALGUARD	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
 3 rd Party Reset Tool	Probably?	Probably?	Users need Training?	Probably?	Not likely?	Too buggy?	Phase 2?	Probably?	On wish list?	Probably?
 IT Homegrown Solution	Probably?	Under development?	Gathering requirements?	Probably?	Shelved?	Waiting for CIO sign-off?	Probably?	In testing phase?	Ran out of budget?	Stalled for unknown reason?
 Existing Call Center	Probably?	Due last Friday?	Ready to use users as guinea pigs?	When "he" returns?	Submitted problem report?	Development is in denial?	Change in direction?	Nice to have?	TBD?	REORG?

Is this your reality?

Clarification:

- **Avoid Mainstream Questions:** avoid questions whose answers can be easily guessed – information specific to the user
- **Multiple Sets of Challenge Questions:** reduce risk by providing a different set of challenge questions for the Help Desk staff to verbally authenticate users
- **Offline Password Recovery:** allow users to recover their password when off of the LAN and avoid any unnecessary trips into the office
- **Sidecar Mode (Incorporate Functionality):** maintain your current portal and/or VPN login screen by adding "Forgot Password" and "Reset Password" links
- **Platform Extensibility:** self-service is a layer of the PortalGuard platform. PortalGuard also offers:
 - Risk-based Authentication
 - Risk-based Analysis
 - Password Management
 - Single Sign-on



Are You Saying You Don't Have Time To...?



† Clarification:

- **Purchase:** the time for this process is dependent on your method of payment and internal processes (15 minutes is if you purchase using a credit card)
- **Full Version:** this takes 5 minutes because all of the configuration, etc. is done during the guided trial

Time is Money

(per year basis)									
	Number of Users	Help Desk calls per user	Total Help Desk calls	Percentage that are password resets	Password Reset calls	Average cost per call	Password costs	Average time per call	Total time spent
 PORTALGUARD	5,000	0	0	30%*	0	\$25*	0	15 mins‡	End-user spends: 2 mins
 Existing Call Center	5,000	21*	105,000	30%*	31,500	\$25*	\$787,500	15 mins‡	Help Desk staff spends: 472,500 mins or 329 days

* As reported by Gartner, Inc. on a per year basis

‡ Based on the recommended range from the ITU

**All times indicated are estimates

Are You Saying You Can't Afford...?



AUTHENTICATION MANAGEMENT* - ROI CALCULATOR

**Forgotten passwords, Expired passwords, Self-registration & First-time users*

PORTALGUARD RISK-BASED AUTHENTICATION PLATFORM

With PortalGuard, most organizations experience return on investment (ROI) within the first month. Our Savings Calculator assists in determining your company's potential cost savings.

PORTALGUARD SOFTWARE LICENSE

	Perpetual Licensing	
Number of end users:	<input type="text" value="5,000"/>	
Estimated Investment per user:	x <input type="text" value="\$1.00"/>	
Product Investment:	<input type="text" value="\$5,000.00"/>	† subscription pricing available - as low as \$160/month

HELP DESK CALLS PER YEAR

Number of end users:	<input type="text" value="5,000"/>	Entered in previous section
Help Desk calls per user, per year:	x <input type="text" value="21"/>	(Users average 1.75 calls to the Help Desk each month*)
Help Desk calls per year:	<input type="text" value="105,000"/>	

PASSWORD CALLS PER YEAR

Help Desk calls per year:	<input type="text" value="105,000"/>	Calculated in previous section
Percentage of password resets:	x <input type="text" value="30%"/>	(30% of all Help Desk calls are for password resets*)
Password calls per year:	<input type="text" value="31,500"/>	

YOUR CURRENT ANNUAL COST OF AUTHENTICATION MANAGEMENT

Password calls per year:	<input type="text" value="31,500"/>	Calculated in previous section
Average cost per call:	x <input type="text" value="\$25.00"/>	*
Current password costs per year:	<input type="text" value="\$787,500.00"/>	
<i>Subtract - Product Purchase</i>	- <input type="text" value="\$5,000.00"/>	

YOUR ESTIMATED TOTAL SAVINGS, FIRST YEAR: \$782,500.00

* As reported by Gartner, Inc.

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