



Lifestyle Services Group implements Tools4ever's SSRPM solution

Lifestyle Services Group aim to significantly reduce password reset calls with Tools4ever's Self Service Reset Password Management.

Lifestyle Services Group is the leading provider of lifestyle services and products, partnering with many major UK High Street banks and mobile networks. It is the biggest single provider of packaged account products and services to the retail banking sector and manages the largest active mobile phone insurance base in the UK. Lifestyle Services Group assists over 10 million customer interactions every year, supporting its client's customers in their mobile life.

"We were experiencing a high volume of password reset calls. Greater than 20% of enquiries to the service desk were password reset related. We are always striving to improve the customer journey and we were looking for a solution that would help us do this." commented Dave Boulton, Service Desk Manager at Lifestyle Services Group.

Tools4ever's SSRPM solution has been implemented with the aim of eradicating these issues, as well as improving productivity and efficiency amongst the helpdesk & end-users, and improving network security procedure. Dave Boulton commented "SSRPM is going to have significant results for the Service Desk with regards to time-management. Rather than having to spend the majority of our time dealing with enquiries, we will now be free to focus on more complex issues."

Robert Doswell, Managing Director of Tools4ever, Ltd, commented " Lifestyle Services Group is a fantastic addition to our diverse database of clients, helping to demonstrate how our products can offer Identity management solutions to a wide and varied range of industry sectors."

Click [here](#) to read the case study in full.

Click on the link below to read more about SSRPM:

<http://www.tools4ever.com/products/self-service-reset-password-management/>

About Tools4ever

Tools4ever distinguishes itself with a no-nonsense approach and a low Total Cost of Ownership. In contrast to comparable Identity & Access Management solutions, Tools4ever provides a complete solution in several days rather than weeks or months. Partly thanks to this approach, Tools4ever is the undisputed Identity & Access Management market leader, with more than one million managed user accounts.

Tools4ever supplies a variety of software products and integrated consultancy services involving Identity Management, such as User Provisioning, RBAC, Password Management, SSO and Access Management. For more information, please visit <http://www.tools4ever.com>.

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