



**Universitätsklinikum
Tübingen**

Success Story

Reducing calls to the service desk - Password resets are reliably managed by AMPR at the University Hospital Tübingen.

Satisfied Customer since 2020

«With the help of AMPR, we were able to drastically reduce the calls to the service desk in the IT department on the topic of password resets. Due to the extremely simple operation and 7/24 availability, the tool is very popular with our users,», reports Andreas Reich, Team Leader IT Service Centre..

1. Story



Foto: Nils Dittbrenner

Modern centre for high-performance medicine

Founded in 1805, University Hospital Tübingen is one of 34 university hospitals in Germany that contributes to the successful network of high-performance medicine, research and teaching. It is a reliable partner in four of the six German Centres for Health Research initiated by the Federal Government. It welcomes patients from all over the world who are treated in the clinics and benefit from the high standards in research, patient care and nursing. Every year, more than 75,000 inpatients and 380,000 outpatients are treated by more than 10,300 employees.

The previous user administration did not offer a suitable solution with which users could assign themselves a new password. This led to an increased number of password reset requests at the service desk, especially after the holiday season and the turn of the year. Outside normal service hours, the IT department is represented by an on-call service. The capacities available there should not be blocked by password requests. To solve this problem, Andreas Reich's team started looking for a system that would meet various requirements:

1. The solution should be available for users as a self-service portal,
2. be easy and intuitive to use and
3. offer as many authentication options as possible.

The project team decided on AMPR, which best fulfilled these criteria. The decisive factor was that AMPR offers up to seven different authentication options. The four-eye principle was particularly convincing. The system automatically assigns colleagues to an employee who, in the event of a password reset, authorise the respective employee in the system.



Foto: Nils Dittbrenner

«AMPR optimally supports us in IT by automatically processing a large number of password requests and thus significantly relieving us in the service desk. The system is also a great help for the users, as they can define a new password at any time without a service desk.», Project Manager Andreas Reich confirms. «The installation and configuration of the software went smoothly and was completed within one afternoon. Individual wishes and adjustments that arose during the start-up phase were implemented promptly and information security requirements could also be realised. I can recommend AMPR at any time.»

2. AMPR

The BAYOONET AG is a German software company established on the market since 2001 and the manufacturer of the Access Manager within BAYOOSOFT, our business unit for Management Software. Our solutions are aimed at heavily regulated sectors and critical infrastructures in enterprise environments. Our quality management processes - certified in accordance with ISO 9001 by TÜVHessen - reflect our passion for sustainable enterprise solutions and distinct customer focus.

With AMPR, staff members can reset forgotten passwords on their own without contacting the service desk - 24 hours a day, seven days a week. This is designed as a web application and does not require any local installation on the user's side.

Choose from different authentication methods - for more security and high user acceptance:

- Question/answer pair
- User ID and password from third-party system
- Four-eyes principle
- Smartcard/Token
- Time-Based One-Time Password (TOTP)

Optional:

- Face recognition (BioID® Face Liveness Detection)
- Typing biometrics (KeyTrac®)

With the help of extensions, AMPR can be connected to a variety of target systems and can thus be ideally adapted to the company-specific IT infrastructure:

- Microsoft AD/Azure/365
- IBM z/OS
- LDAP
- SAP
- Unix/Linux
- Individual customer systems

Development and support of our software solutions are carried out exclusively in Germany by qualified employees of our company.

3. Contact us

Do you still have questions? We will be happy to answer them in a personal meeting. Pick up the phone or send us an email:

Your experts for password management

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