

## Password Reset ROI Customer Example

### Introduction

Mutare Software's Password Reset solution puts secure voice mailbox password reset capabilities in the hands of the individual employees or helpdesk. Through the Password Reset web interface, authenticated subscribers can quickly create a new password or opt for an automatic reset any time, from any browser. Password Reset frees administrators from this time-consuming task and eliminates workflow interruptions due to voicemail lock-out.

### Customer Experience – Rapid ROI, Improved Workflow

According to the Telecommunications Analyst of one of Mutare's Password Reset customers, the purchase of two instances of Password Reset for separate Modular Messaging systems in July, 2010 appears to be on track for ROI in less than 18 months. The company, a large, Boston-based biotechnology firm, employs approximately 10,000 individuals in locations around the world.

Prior to deploying Mutare's Password Reset, the company handled all voicemail password resets manually through calls to helpdesk agents. By company estimates, helpdesk handled an average of 105 voicemail resets a month (approximately 1.2 resets per month per 100 voice mailboxes) at a cost of \$21 per call. The new self-service password reset application not only relieves help desk agents, but also reduces downtime and work flow interruptions for individual employees when access to voicemail is blocked.

### Password Reset Deployment



For more information, visit <http://www.mutare.com/pwdreset.asp>