

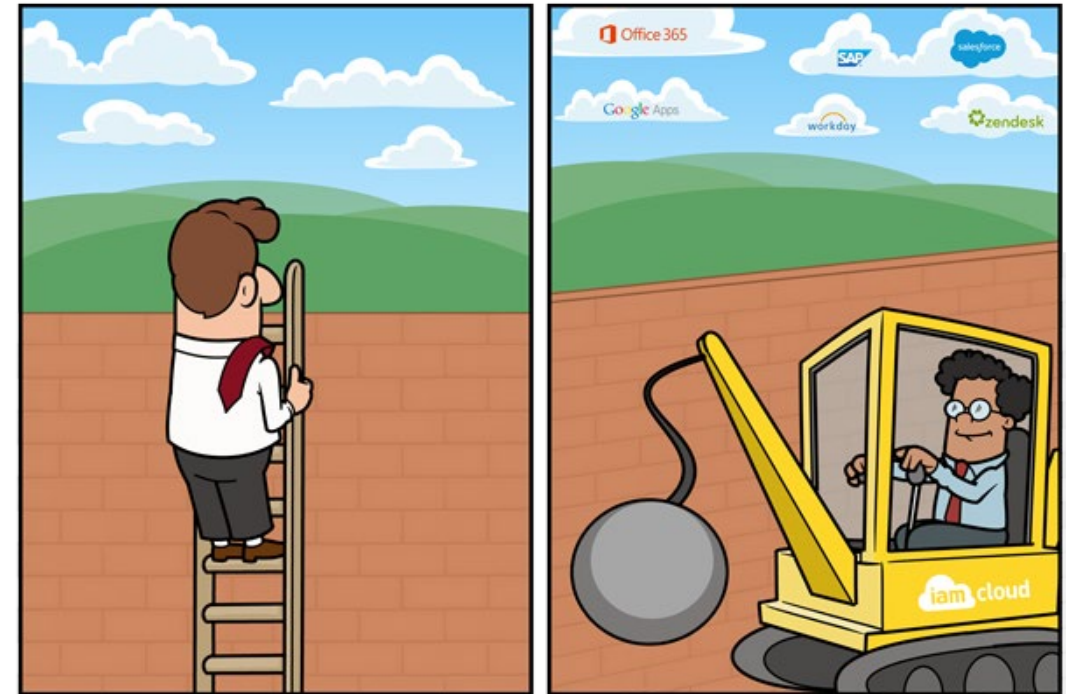
USERNAME: JoeBloggs77
PASSWORD: ???????

SURP4SS!

Self-Service Password Reset by IAM Cloud

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IAM Cloud, breaking down the barriers to the cloud

IAM CLOUD: SURP4SS!

Forgotten passwords can be a real pain. Providing your users with the autonomy to be able to securely reset their own passwords is more convenient for users (especially when they're working remotely), and it significantly reduces the burden on your IT helpdesk.

Surp4ss! allows users to safely reset their password through a customer-branded web portal, and it then securely syncs the new password back to your Active Directory. It's simple but very effective at keeping your remote workers happy and productive.

Surp4ss! is a great choice for organizations that want self-service password reset ("SSPR") functionality but don't want to have to upgrade all their users to Azure AD Premium, which is typically very expensive, especially if you only need it for the AD write-back feature.

What we will say though is that if you already have or want Azure AD Premium – perhaps because of Microsoft Intune – then you probably won't need Surp4ss! as AAD Premium has a decent SSPR & write-back option of its own.

Incidentally – if you are interested in Intune – we also have an expert team in helping with Intune deployments, so check that out <https://www.tunedin.io/intune>



SURP4SS! - WHAT'S IN THE BOX?

Password Reset Page

Your password reset page is fully customizable, so you can make it look like your own web page, plus you can C-Name the URL to your domain e.g. reset.yourdomain.com

Password Policies

Set complexity requirements and password rules in-line with your organization's security policies, including length, case, special characters, banned phrases, and repeat passwords.

Windows Login Reset (Coming soon)

A web-based password reset works great when you're working remotely or on your own device. What about when you're on-site and you need your password to access the network PCs themselves? Our lightweight desktop client allows users to reset passwords from the Windows login.

Password Reset Options

Surp4ss! supports known and forgotten password reset. With forgotten passwords, Surp4ss! supports resets via SMS, backup email and security questions.

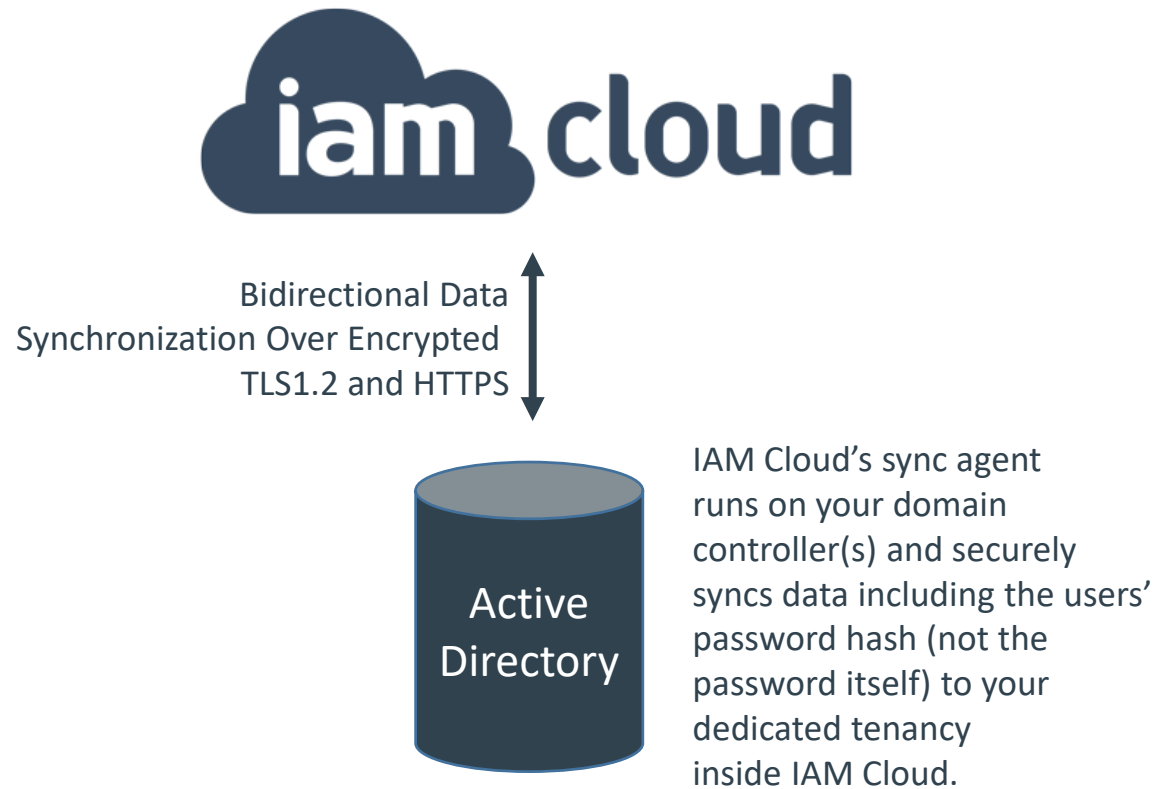
Active Directory Write-Back

Surp4ss! integrates with on-prem Active Directory via our secure server Agent to securely write passwords back in real-time.

Lots of Support

Surp4ss! is fully supported, including assisted on-boarding, 8am-8pm extended-business hours support, 99.9% uptime SLA, a detailed knowledge-base for self-service support, and 24/7/365 critical support.

HOW SURP4SS! WORKS - 1. DATA SYNC



HOW SURP4SS! WORKS – 2 CUSTOM GUI

Surp4ss! presents password reset page, branded to users' organization, with known & forgotten password reset options.

User goes through password reset process either via existing password (if known) or MFA (if forgotten)

User creates new password in-line with your organizational password policies.

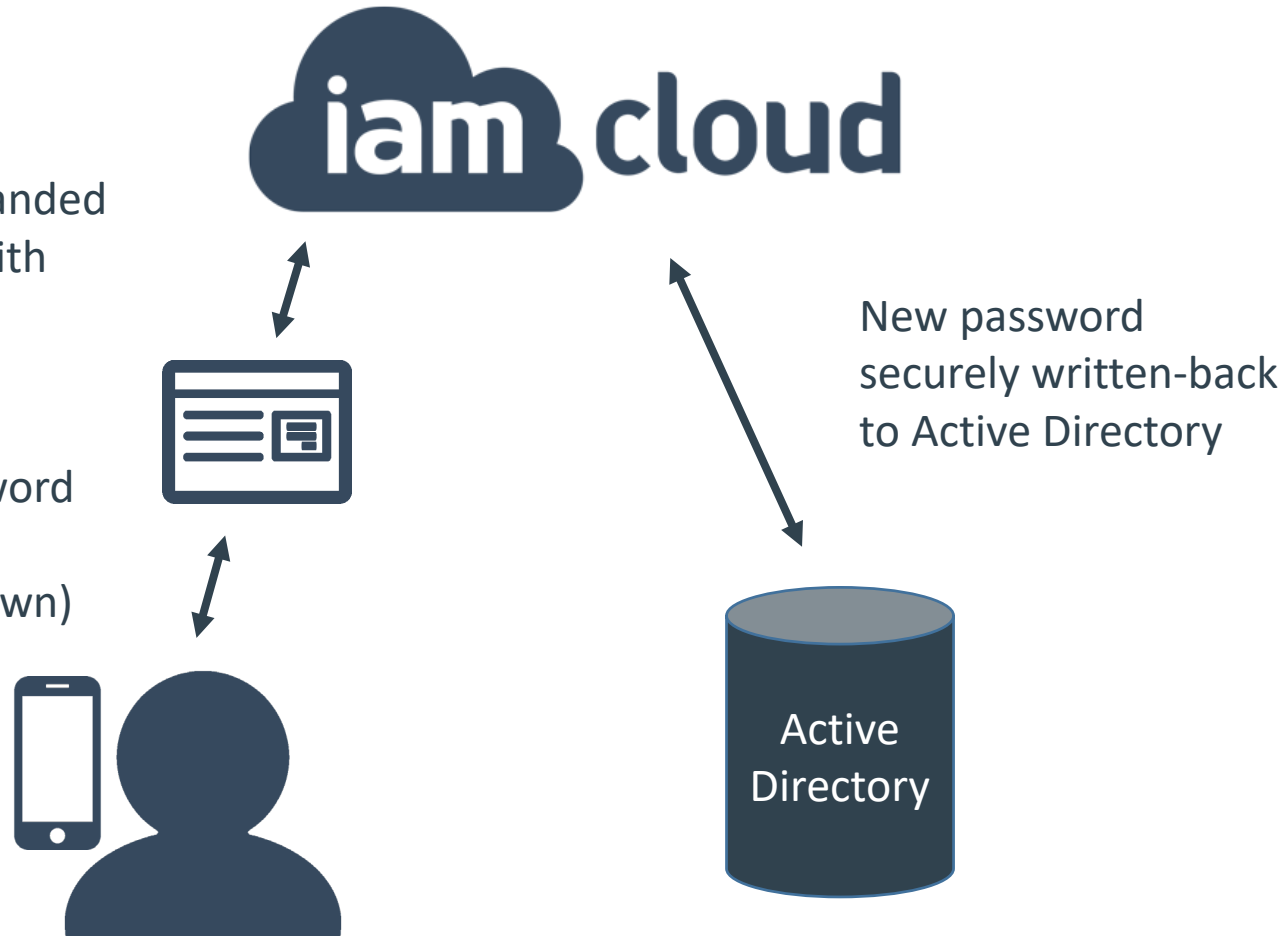


HOW SURP4SS! WORKS – 3 USER JOURNEY

Surp4ss! presents password reset page, branded to users' organization, with known & forgotten password reset options.

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END-TO-END SECURITY

IAM Cloud is a powerful IT tool to help save time, improve user experience, and significantly increase your organization's IT security.

- IAM Cloud encrypts all data in transit (256bit HTTPS over TLS 1.2) and at rest in encrypted data storage, and only keep data physically located in data-centers appropriate to each customer's regional data residency laws. So all our EU-based customers have data stored exclusively in data centers physically located within the European Union, all our North American customers are served by data centers in the USA.
- IAM Technology Group Ltd are ISO 27001 certified. ISO27001 is the global information security standard.

MORE THAN TECHNOLOGY

IAM Cloud is fully supported. For no extra charge, all our customers receive a 24*7*365 service, which includes:

- Full on-boarding support, including help with integration, configuration & federation.
- Access to our customer knowledgebase
- Access to our ticketing system
- Full extended business hours support
- Availability and support SLAs, including 99.9% service up-time
- Support by telephone, email, web tickets and web conference
- Quarterly service reviews
- Prioritized critical support for urgent issues



IAM CLOUD FAQ

Do I need any training?

No. By keeping our technology simple, we've also made it easy to use. Our admin portal is intuitive and we have a support team on-hand if our customers need any guidance or support.

Is IAM Cloud GDPR compliant?

Yes, of course. We are also ISO27001 compliant (the international equivalent to SOC 2 in the USA). We take data security and privacy seriously and undertake frequent security tests and audits to ensure our continued performance and compliance.

Do you have support SLAs?

Yes. Critical issues have a 1-hour response SLA. High = 4 hours. Medium = 8 hours. Low = 24 hours.

What support can we expect?

Surp4ss! is a fully supported platform. Our team will help with the installation of our sync client, we'll collaborate with you on setting up the right configurations to meet your needs. Once you're set-up we provide full ongoing hands-on business hours support 7am-10pm (+0 UTC), and 24/7/365 critical support.

How quick is the onboarding process?

It depends, but typically it can easily be done in less than a day.

IAM CLOUD TRUSTED BY ORGANIZATIONS OF ALL SIZES AND SECTORS



>1 MILLION USERS



>1000 ORGANIZATIONS



HOW MUCH DOES IT COST?

www.iamcloud.com/pricing



www.iamcloud.com/surpass