



Access Recovery Solution Brief

The Challenge: Users Locked Out Of Their Own Computer

Every time there is a password, users will find a way to forget it. Studies show that about half of business managers whose laptop is protected with full disk encryption forgot their password to decrypt the hard drive at least once. For more than 40% of them, the IT Help Desk was not able to provide recovery access to the encrypted data, resulting in significant monetary and opportunity costs.

Consequences to the business when users are locked out of their computers include:

- **Help Desks are overwhelmed with password support requests.** Research firms estimate that Help Desk calls, including password resets, can cost companies between \$18 and \$70 per call. They also found that between 30-60% of the total call volumes for multipurpose Help Desks are password related.
- **Mandated security policies are ignored.** More than 50% of business managers admit they turn off full disk encryption on their computers, even though it is a company directive.

The Solution: DigitalPersona® Pro

DigitalPersona Pro provides one-time codes to access locked workstations. IT Managers are in control while helping legitimate users that are accidentally locked out of their computers. Depending on your system configuration, access recovery may extend from pre-boot, to Full Disk Encryption, to Windows.

DigitalPersona Pro also provides IT Managers with the ability to recover data when employees leave the company without unlocking encrypted files or computers. IT Managers can select which computer they want to recover access to and decrypt the hard drives with one-time access codes.

Key benefits include:

- **Reduced loss of productivity.** Users can gain access to their data, even while out of the office.
- **Help prevent data losses.** DigitalPersona Pro helps reduce the risks of data losses that can occur during computer lockouts.
- **Lower Help Desk costs.** IT Staff now have a solution to help users unlock their PCs.
- **Improved peace of mind and user adoption.** Users can more readily adopt strong security, such as full disk encryption, knowing that IT can help if they are locked out of their computer.

Contact DigitalPersona

For more information or a free trial of DigitalPersona Pro, visit www.digitalpersona.com/enterprise.