# SPECOPS

DUO SECURITY + SPECOPS AUTHENTICATION
Solution brief

Duo Security + Specops Authentication

Secure self-service password resets & service desk user verification

Integrated solution

Specops Authentication is a cloud based multi-factor authentication (MFA) platform that secures Active Directory password resets, changes and account unlocks done through self-service or at the IT service desk. To assist IT departments with managing their workload, Specops supports other authentication vendors, including Duo Security, now part of Cisco. Integration with Duo's modern access two-factor authentication reduces the end-user adoption barriers that can limit the success of a self-service solution, while also extending the value of this existing authentication investment to secure a vulnerable channel – the IT service desk.
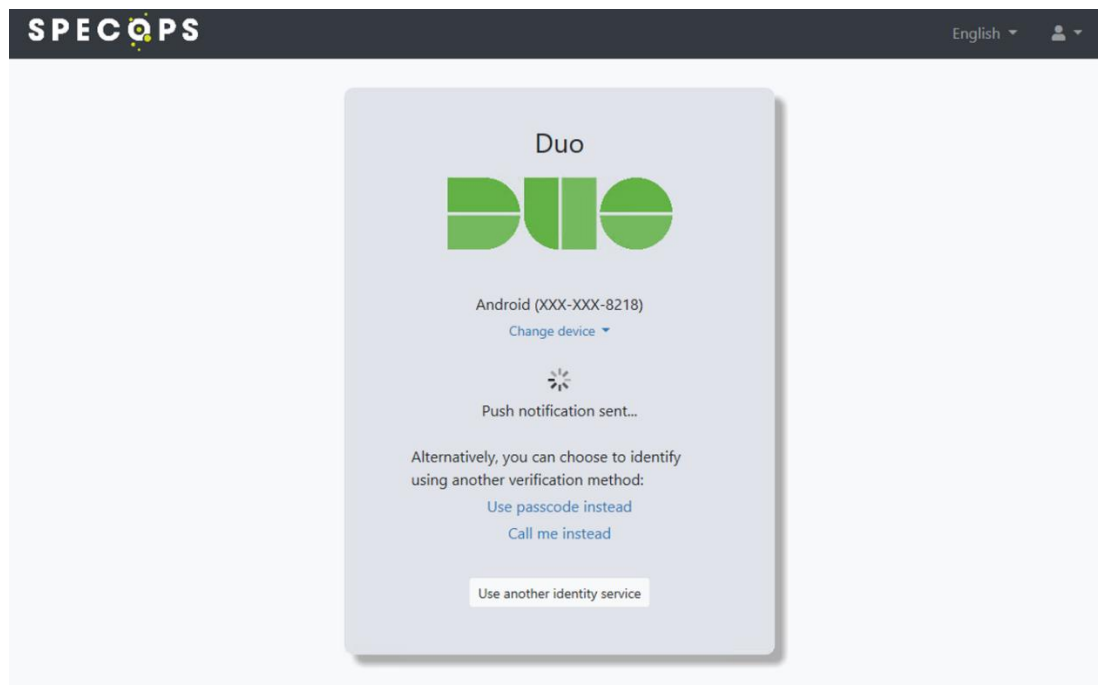
Secure self-service password resets

Password resets remain the number one service desk call driver. According to industry insights, on average they make up 20-50% of the call volume and as cited in Gartner's, Implement IAM Best Practices for your Active Directory report, cost between $15 to $70 per call. Implementing a self-service password reset solution that can greatly reduce these high-volume, high-risk calls results in significant cost savings and security benefits that can be realized in a few short months.

However, quick time to value is dependent on users enrolling into the system with the relying verifier information, and ease of access – if not calls to the service desk will persist. Organizations can extend Duo's MFA product, an existing and familiar credential, to ensure that users are who they say they are before a password reset is completed. With Specops Authentication, organizations can auto-enroll users into the system utilizing Duo's easy self-enrollment function. Meaning users do not have to enroll but rather are automatically enrolled into the system. Once enabled, Duo can be utilized across all the use cases Specops Authentication supports.

Secure service desk user verification

The IT service desk has historically been measured on volume and time – how many tickets are being resolved within a certain time period, and security by and large has been overlooked. The majority of organizations do not consider the IT service desk within their IT security budgets, even though they handle common high-risk use cases: password resets, account unlocks and encryption key recovery to name a few.

Today the reality is that the IT service desk lacks the proper tools or mechanisms to securely validate that the caller is the actual account holder. Without this, the IT service desk is highly susceptible to social engineering attacks. Specops Authentication extends Duo's authentication to the IT service desk, plugging this vulnerability gap.

Combined benefits

- Reduce the cost of password reset calls to the helpdesk through self-service
- Secure self-service password resets and account unlocks with Duo
- Secure IT service desk driven passwords resets, changes and account unlocks with Duo
- Auto-enroll users to secure self-service and the IT service desk with existing Duo enrollments
- Increase ROI of existing Duo investment

About Specops Software

Specops Software is the leading provider of password management and authentication solutions. Specops protects your business data by blocking weak passwords and securing user authentication. With a complete portfolio of solutions natively integrated with Active Directory, Specops ensures sensitive data is stored on-premises and in your control. Every day thousands of organizations use Specops Software to protect business data.

About Duo
Duo Security, now part of Cisco, is the leading multi-factor authentication (MFA) and secure access provider. Duo is a trusted partner to more than 25,000 customers globally, including Bird, Facebook, Lyft, University of Michigan, Yelp, Zillow and more. Try it for free at duo.com.