
PistolStar in Action

*Calls to the application system administrator for password resets went from about 10 per week to one in three months after the implementation of PistolStar's flagship product, **Password Power**, as a major global manufacturer of automotive systems and facilities management and control.*

1. Innovative password management solutions, combined with unique experience with Lotus Notes/Domino

PistolStar is a leading innovator of password management solutions that meet the challenges of securing the global enterprise. The company applies its technical expertise, including unparalleled experience in the Lotus Notes/Domino space, to create flexible, tailored password management products that deliver **immediate results** for customers.

Company developers continually create new ways to solve security problems. An example of this innovation in practice is the company's unique method of password synchronization that makes the network directory password the single and central password for all applications, eliminating the burden of password tables and multiple password stores.

2. Return On Investment

PistolStar's Password Power reduces password-related Help Desk calls that drain support staff time and add unnecessary expense, significantly improving the bottom line. It also heads off potential security breaches caused by password issues to further contribute to the cost-savings.

- **Reduce Help Desk calls** — Enable end-users to perform self-service password synchronization and resets which allow IT to allocate fewer resources for password management.
- **Increase Password Security** — Incorporate company-mandated "best practices" such as password quality, history, expiration, 3-strikes and last login to secure the authentication process, without Help Desk intervention.
- **Reduce Login** — Reduce the number of logon times and synchronize the many passwords needed for various platforms and applications to streamline the logon process and expedite access to the enterprise.

3. Superior customer service and support

The firm's superior customer service starts with carefully listening to customers requirements at the first meeting, and continues throughout the relationship. Our Premier Support includes:

- **Ask an Expert!** — Comprehensive telephone and email support plus extended support that lets customers use their support incidents for assistance with any Notes or Domino issues.
- **Special Pricing** — Reduced customer pricing for additional product purchases and upgrades.
- **Online Customer Center** — Unlimited access to the PistolStar Customer Center and a quarterly deployment review with a PistolStar expert to ensure everything is going well.

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