



## Situation

Forgotten passwords and network lockouts plagued The Alcohol and Tobacco Tax and Trade Bureau (TTB), a component of the United States Treasury Department that regulates and collects excise taxes on the sale of alcohol, tobacco, firearms and ammunition. Further complicating matters, the nationwide staff includes field auditors working after the help desk closes at 8 p.m. Eastern. "If you missed that window, you were

basically out of luck until the next day", said Mike Borland, Assistant CIO of Infrastructure at TTB.

## Solution

To provide round-the-clock service for password reset requests, TTB selected Avatier's Password Station. Users reset passwords or unlock accounts by answering private questions from their login screen or providing a PIN to a telephone reset system. Password Station also synchronizes passwords across applications so the user only needs to remember one secure password. In addition, TTB implemented Password Bouncer, another component of the Avatier Identity Management Suite (AIMS), that enforces password policies. Because users securely reset their password in minutes, the bureau can require stronger, harder-to-crack passwords.

## Benefits

With the deployment of Password Station TTB saw help desk volume fall by nearly 300 calls per month. "Probably less than 15 percent of our calls are for password reset. It's been well accepted, especially by our field auditors", said Borland.

## The Alcohol and Tobacco Tax and Trade Bureau

The TTB is the newest bureau in the Department of the Treasury. Headquartered in Washington, DC and with offices in more than a dozen cities throughout the U.S. and Puerto Rico, its mission is to collect taxes owed, and ensure that alcohol beverages are produced, labeled, advertised and marketed in accordance with Federal law.

## For More Information

To learn more about TTB and other Identity Management implementations, contact Avatier Sales at 925-217-5170 or [sales@avatier.com](mailto:sales@avatier.com)

## Solution Overview

### Customer Size

600 employees

### Systems Integrated

Microsoft Active Directory

Oracle

PeopleSoft

### Country/Region

USA - MidAtlantic

### Business Situation

With geographically scattered employees requiring 24 hour access, TTB needed a method to restore access lost from forgotten passwords or locked accounts.

### Solution

Avatier's self-service password management solutions

### Modules Purchased

Modules Purchased

Avatier Identity Management Suite

Avatier Password Management - Password Station

Avatier Password Management - Password Bouncer

GINA (Login Screen integration)

Telephone Reset

### Benefits

Cost savings from reduced help desk inquiries

Greater productivity via 7x24 password reset

Stronger security by enforcing password rules

### Organization Profile

The Alcohol and Tobacco Tax and Trade Bureau was established by the Homeland Security Act of 2002 to regulate and tax the sale of alcohol, tobacco and firearms. Headquartered in Washington, DC with its National Revenue Center in Cincinnati, Ohio and regional offices throughout the United States and Puerto Rico.

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Mike Borland, Assistant CIO of Infrastructure