



The Salvation Army implements Tools4ever's UMRA solution

The Salvation Army has a more efficient user provisioning process and is ready for audit requirements with Tools4ever's User Management Resource Administrator.

Tools4ever, Ltd, a market leader in Identity and Access Management solutions, is pleased to announce that The Salvation Army, one of the UK's most prominent charities with approx. 2500 staff and volunteers, 1500 core offices and 18 Divisions throughout the UK and Ireland, has recently tasked Tools4ever with tackling their user management issues.

"We were experiencing 1,000 calls a month to our helpdesk for user account related changes. Any change requests would need to be confirmed via fax, resulting in a large paper trail which was impossible to audit. The faxes often contained errors and omissions, adding to the workload placed on our helpdesk. As we run two core systems, 90% of the work needed to be duplicated" explained Christian Cundall, Head of Messaging Services.

Tools4ever's UMRA solution has helped to eradicate these issues and has contributed to increasing productivity and efficiency amongst the helpdesk and end-users, as well as improving network security. Christian Cundall praised the Tools4ever solution, "UMRA has without any doubt been a success and comes highly recommended."

Robert Doswell, Managing Director of Tools4ever, Ltd, commented "We are really pleased to have an organisation such as The Salvation Army as a client, they are a welcome addition to our diverse database of clientele which demonstrates how our products can offer Identity management solutions to a wide and varied range of industry sectors."

Click [here](#) to read the case study in full.

Click on the link below to read more about UMRA:

<http://www.tools4ever.com/products/user-management-resource-administrator/>

About Tools4ever

Tools4ever distinguishes itself with a no-nonsense approach and a low Total Cost of Ownership. In contrast to comparable Identity & Access Management solutions, Tools4ever provides a complete solution in several days rather than weeks or months. Partly thanks to this approach, Tools4ever is the undisputed Identity & Access Management market leader, with more than one million managed user accounts.

Tools4ever supplies a variety of software products and integrated consultancy services involving Identity Management, such as User Provisioning, RBAC, Password Management, SSO and Access Management. For more information, please visit <http://www.tools4ever.com>.

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