

ID HelloID

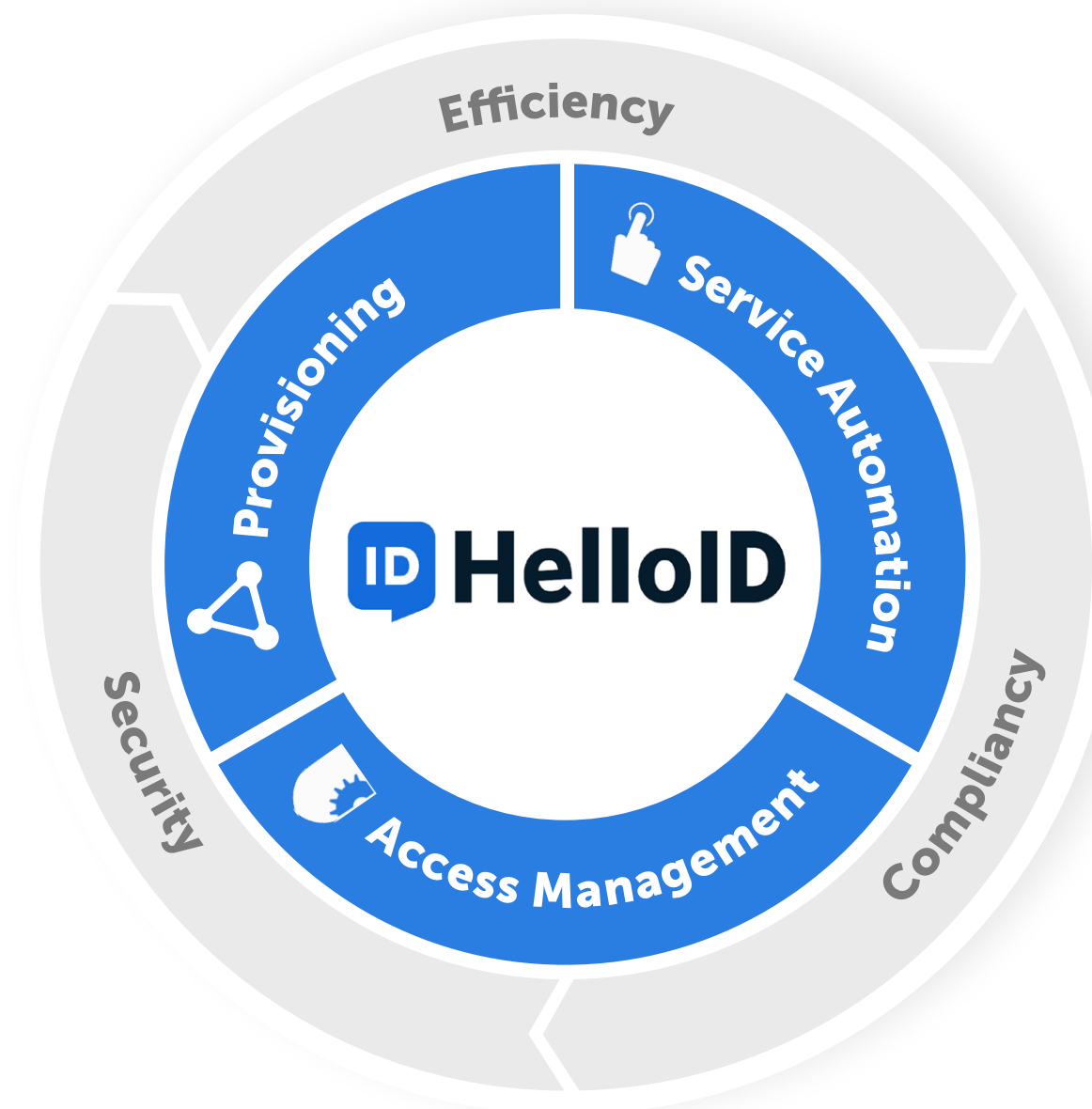
Module Overview

Provisioning, Service Automation,
& Access Management

Harness the power of Identity Management

3 Modules

With user account provisioning, self-service workflows, and single sign-on, you can give your users streamlined application access and self-service capabilities no matter where they are in the world.



Provisioning

Automatically create & manage user accounts across multiple applications, based on a single source of truth



Service Automation

A "downward delegation" model pushes approval decisions down to the lowest level possible



Access Management

Zero-Trust security with 1-click Single Sign-On (SSO) and Multifactor Authentication (MFA)

Self-Managed & Easy to Use

"Do-it-Yourself" Identity-as-a-Service (IDaaS) Platform

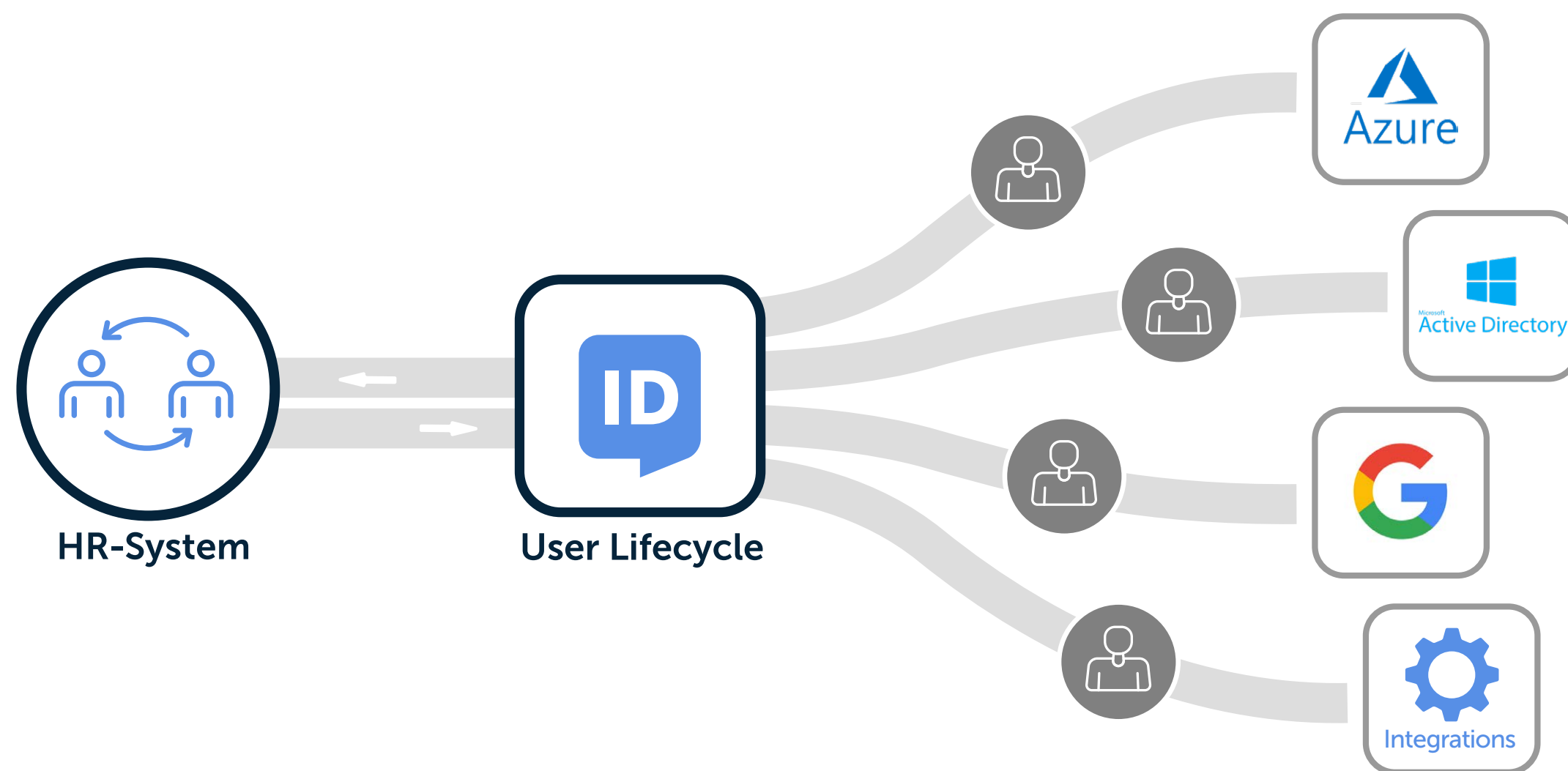
- Tools4ever's new flagship solution, based on 20 years of market leadership
- "DIY" implementation model allows 80% lower cost vs. Okta, OneLogin, Centrify, Ping, Auth0, etc.
- Cloud native architecture — no hardware or physical infrastructure required.
- Optional on-premises integration via a lightweight agent

Fully Compliant Audit Logging

- Faster audit compliance due to HelloID's logging and reporting features, keeping IT security ever-current.

Provisioning

Automatically create & manage user accounts across multiple applications, based on a single source of truth



Creates & manages accounts in an unlimited number of target applications

- Connector library allows quick setup for common targets
- Custom PowerShell fall back ensures universal compatibility with all other targets
- Advanced integration with Active Directory, Azure AD, and Google Workspace

HR driven user account provisioning automates the entire identity lifecycle.

Uses HR system as a “single source of truth”.

Every personnel change is automatically detected & propagated:

- New hires, transfers, department changes, promotions, and terminations
- Temporary accounts (e.g., seasonal employees, contractors, partners, or even customers)

Ensures reliable, bottleneck-free “Day 1” account access.

Eliminates orphaned accounts, permission creep, stranded licenses, and other security & cost risks.

Accuracy is enforced through provisioning thresholds, previews, and account deduplication.

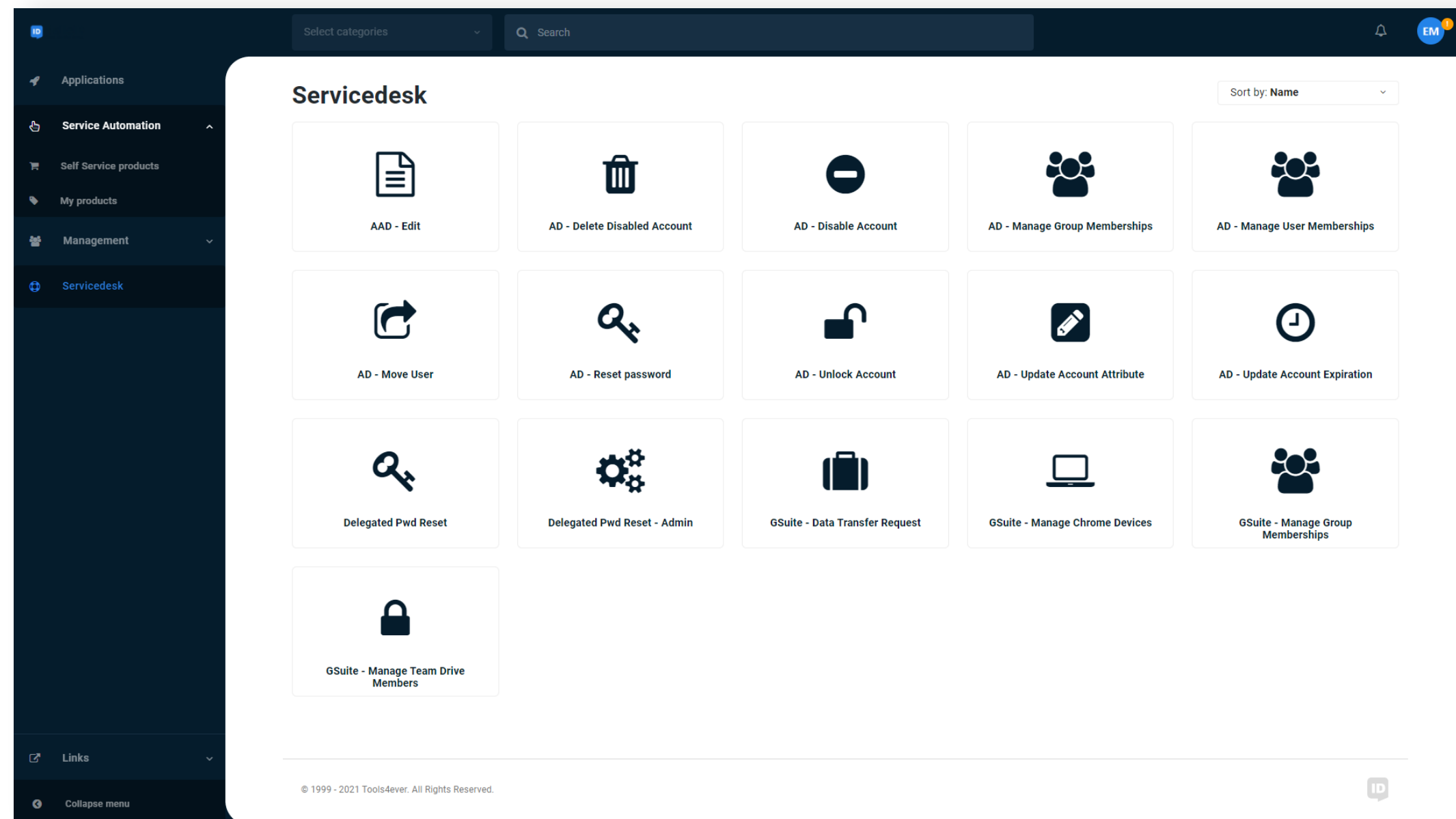
Typically implemented in 4.5 days; positive ROI within 6 months. IT helpdesk technicians and sysadmins recover an average of 6 hours/week.

Fully compliant audit logging.



Service Automation

A “downward delegation” model pushes approval decisions down to the lowest level possible.



Simplified task delegation with easily customizable forms

- Handles one-off resource requests which Provisioning can't anticipate
- Leverage the infinite power of HelloID and PowerShell integration
- Reclaim your IT Departments bandwidth

Empower Productivity with Automation

- Turn complex tasks into simple ones by adding automated actions behind simple forms, with HelloID doing all the heavy lifting on the back end

Digital items are instantly delivered over the network.

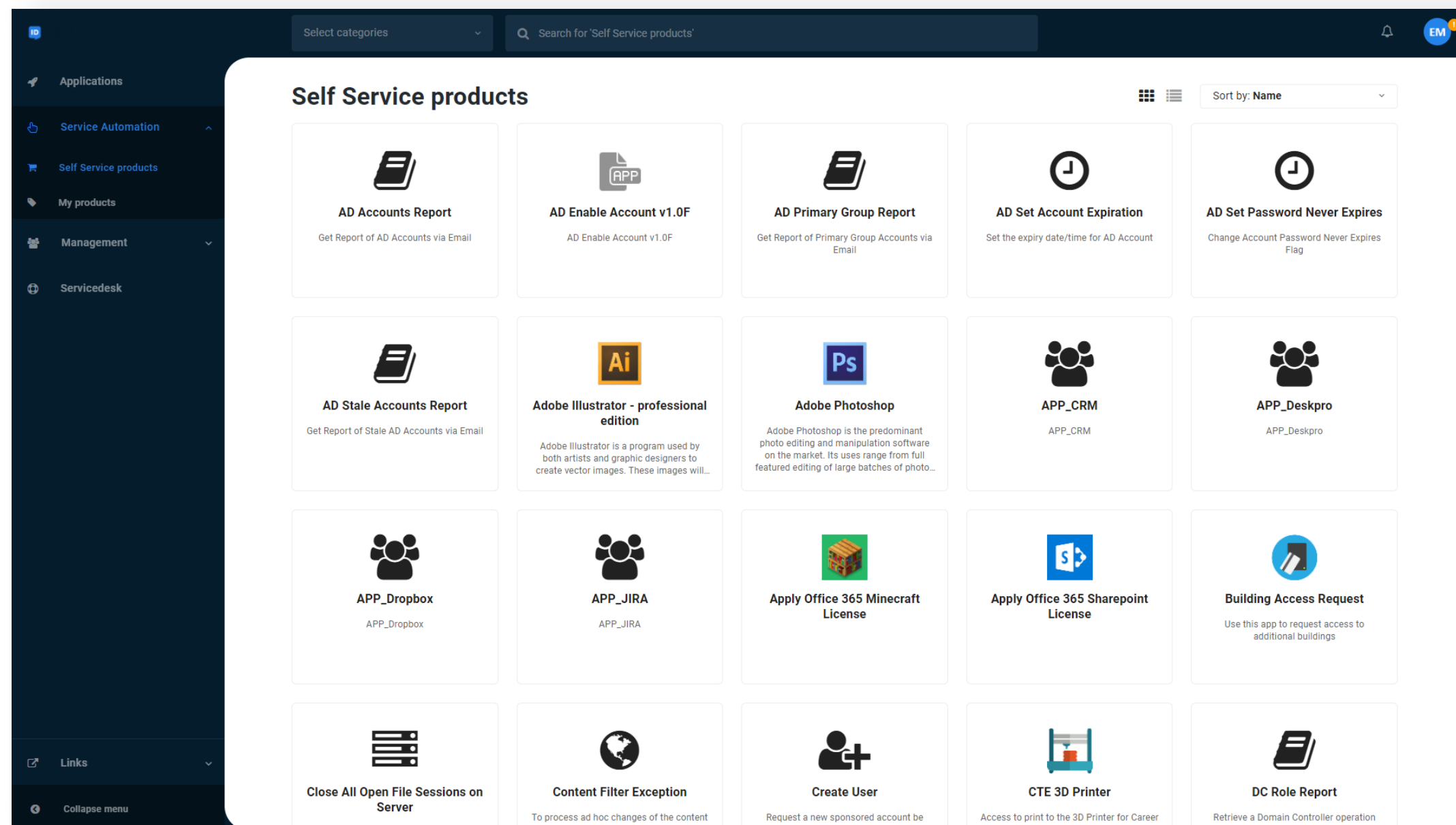
- For example: SAP rights, SharePoint permissions, Visio, Teams memberships, Windows desktop software installation, cloud application access, etc.
- Any custom PowerShell code can be executed during the fulfillment process

A visual form builder lets you easily create request forms and assign them to anyone in the organization.



Service Automation

Self-Service with workflows to simplify approvals and other time-consuming tasks.



Fast & Flexible

- No more running around for signatures. HelloID submits requests to the right people the first time, every time.
- Tracks the entire resource request lifecycle, including approval, fulfillment, return, and inventory
- Dramatically reduces helpdesk tickets, emails, phone calls, sticky notes, etc.

Approval workflows let you customize the decision sequence based on the request's context

- Rapid notifications are dispatched to decision-makers
- A delegated interface allows non-technical decision-makers to approve changes without elevated permissions or admin rights safely
- A "downward delegation" model pushes approval decisions down to the lowest level possible.

Consistent check-out and return procedures are enforced; time limits prevent license loss & resource accumulation

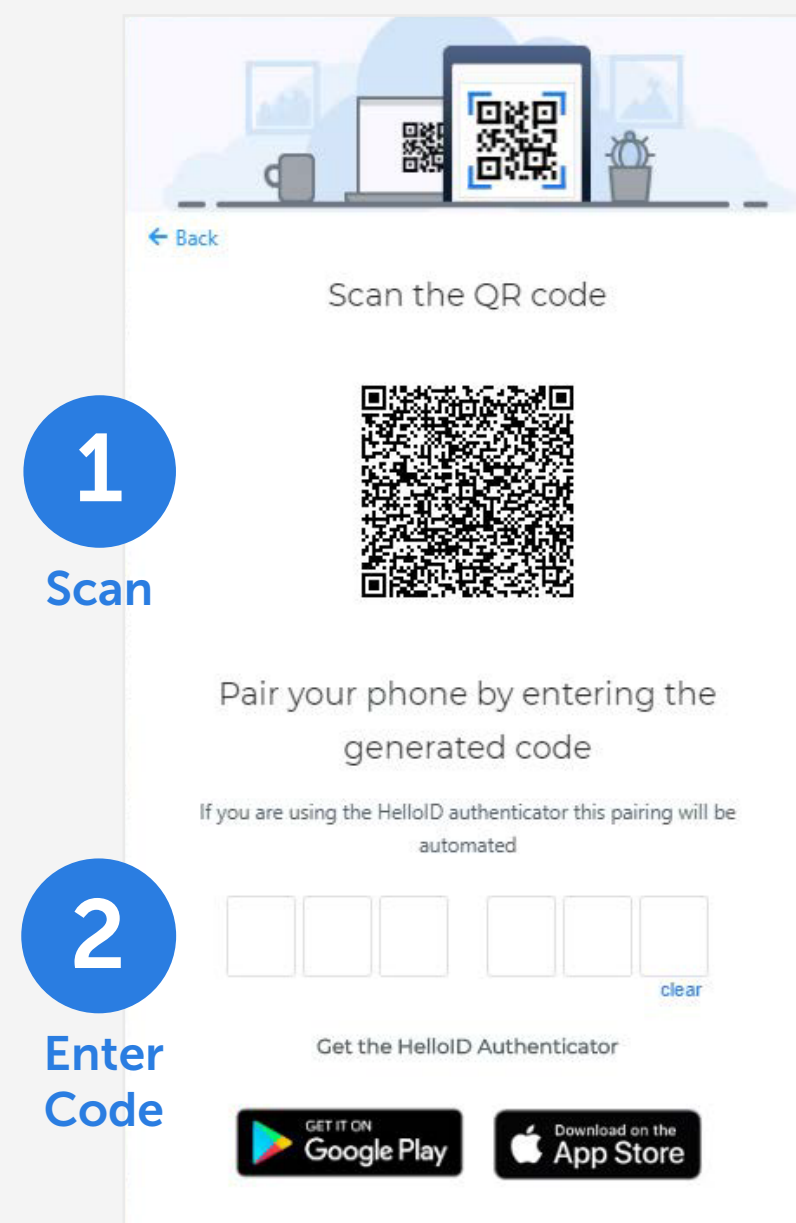
Seamless integration with existing ITSM, CRM, HR, and intranet portals increases user acceptance

Inventory and cost reports provide at-a-glance oversight for managers

Fully compliant audit logs

Access Management

Zero-Trust security with 1-click Single Sign-On (SSO) & Multifactor Authentication (MFA)



Multifactor Authentication is included at no extra cost

A single MFA challenge grants access to all gated applications

Supported factors include:

- Push-to-verify
- Hard tokens and security keys
- Email, Text message (SMS)
- Traditional one-time passwords (OTPs)
- Radius integration to re-use existing tokens

1-click Single Sign-On provides a single, federated authentication point for users to access all their applications

- Configurable access control policies can be created based on application, user group, location, network, time & date, and/or device
- Users inside your Windows domain are automatically authenticated

A central dashboard provides 1-click access to every application:

- Desktop, mobile, and tablet support
- HelloID's built-in application catalog contains hundreds of pre-configured apps for free DIY setup

The user directory provides your organization with a central, cloud-based identity management panel

- Users are imported and synced from your company directory (e.g., Active Directory, Azure AD, Google Workspace, Salesforce)

Supports all standard SSO protocols

- OpenID Connect, SAML, WS-Federation, HTTP(S) Post, Basic Authentication
- Legacy applications via Citrix
- Browser plugin covers edge cases

Password self-service dramatically reduces password reset tickets

Chromebook integration

Fully compliant audit logs

Module Features

Each module can be used independently or integrated with others.

All 3 Modules Include:

Do-It-Yourself	✓
Lowest industry cost	✓
Cloud native architecture	✓
On-premise integration	✓
Multifactor Authentication (MFA)	✓
Configurable access policies	✓

“Plug-and-play” connector catalog	✓
PowerShell support	✓
Integration with AD, Azure AD, & Google Workspace	✓
Secure hosting & bi-annual testing	✓
Reporting	✓
Full logging and audit compliance	✓

Additional Features by Module:

Provisioning

- ✓ Account lifecycle management
- ✓ Business rules
- ✓ Person overview
- ✓ Native and Powershell based connectors

Service Automation

- ✓ Secure Delegated Forms
- ✓ Workflow driven access requests

Access Management

- ✓ 1-click Single Sign-On (SSO) w/ app dashboard
- ✓ Unified cloud user directory