EMERGYS

SAP PASSWORD RESET AUTOMATION ACCELERATOR

Enable employees to reset SAP passwords through a simple self-service request in BMC Helix DWP with zero manual intervention.

BUSINESS CHALLENGE

Organizations receive a high volume of SAP password reset requests, leading to:

- Increased service desk workload
- Delays in restoring user access
- Higher operational costs
- Reduced employee productivity
- Inconsistent ticket handling & audit tracking

OUR ACCELERATOR

The SAP Password Reset Automation Accelerator provides an end-to-end automated workflow integrated with BMC Helix Digital Workplace (DWP) and SAP.

HOW IT WORKS

01 User submits a “Reset SAP Password” request from BMC Helix DWP

02 A ticket is automatically created in BMC Helix ITSM

03 The accelerator validates the user & triggers the SAP password reset through secure integration

04 A new temporary password is generated as per organizational policy

05 An email notification is automatically sent to the user with reset instructions

06 The ITSM ticket is automatically updated and resolved with complete audit details

KEY FEATURES

- Self-service password reset
- End-to-end automation
- Secure SAP integration
- Automatic ticket resolution
- Email notification to users
- Full audit & compliance trail

Flow: DWP → Helix ITSM → Integration Layer → SAP → Email Service → Auto Resolve Ticket

BUSINESS BENEFITS

Reduce password reset effort by up to 90%

Restore user access in less than a minute

Improve employee experience & productivity

Enable 24x7 unattended support

Ensure compliance with complete audit logging

IDEAL USE CASES

- SAP ECC / S/4HANA environments
- Shared service centres
- Large enterprise user bases
- Multi-location organizations
- Organizations adopting BMC Helix self-service and automation

bmc helix Partner

WHY CHOOSE OUR ACCELERATOR?

- ✓ Rapid deployment with reusable components
- ✓ Minimal customization required
- ✓ Scalable architecture for enterprise environments
- ✓ Built on BMC Helix best practices
- ✓ Can be extended for user unlock, role access, & account provisioning

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