QuickLaunch™

ILLINOIS COLLEGE

Learn how Illinois College cut IT costs while improving student user experience using QuickLaunch

Why Illinois College chose QuickLaunch?

Federation Support
QuickLaunch helps you achieve identity federation using different authentication protocols such as CAS, SAML, OAuth etc. Through its capability to support a wide spectrum of protocols, QuickLaunch ensures seamless integration with apps that they are likely to add into their ecosystem and provide a single-click access.

Cost Savings
Running an On-Premise ADFS is not just maintenance-heavy but also a whole lot expensive, thanks to its many hidden costs such as the cost of servers, support and maintenance, provisioning for downtime and recovery, configuration and many more factors. QuickLaunch helps mitigate these costs by leveraging the power of a highly available cloud.

Self-Service Capabilities
While there are a lot of time-tested solutions in the market that involves extensive and expensive consulting expertise, painfully long implementation cycles, QuickLaunch is a 100% self-service solution that helps admins manage setting up and running on their own. It also provides them with extensive documentation that can be extremely helpful.

About Illinois College

Illinois College is a private, liberal arts college, affiliated with the United Church of Christ and the Presbyterian Church (USA), and located in Jacksonville, Illinois. It was the second college founded in Illinois, but the first to grant a degree (in 1835). It was founded in 1829 by the Illinois Band, students from Yale University who traveled westward to found new colleges.

Region:
Illinois 62650, USA

Product:
Multi-Factor Authentication

Problem Statement:
Illinois College was facing multiple challenges with managing student identities, a plethora of applications such as Lynda®, Schooldude®, Papercut®, Office 365®, OnTheHub® and more. There were challenges in managing and resetting multiple passwords that were needed to access these applications. To summarize, here is the list of specific challenges:

- **Password Management:** Multiple applications (Lynda®, Schooldude®, Papercut®, Office 365®, OnTheHub®) meant multiple passwords. Managing these passwords was a common pain point for all users.

- **Delay in Manual Resets:** When the users forgot their passwords, they had to rely on the IT help desk which resulted in long queues to get to the help desk and prolonged resolution time.

- **After-hours Lockout:** There was no way students could reset passwords after-hours when they got locked out of their accounts. That would mean they'd had to wait until the next day for the help desk to open.

- **Increase in IT Help Desk Costs:** Resetting passwords through the IT help desk was an expensive affair as the cost of each password reset was between $17-$25.

Solution

Illinois College chose QuickLaunch over other solutions due to the following capabilities that it could offer:

QuickLaunch Single Sign-On

A self-service application that would (Delete would and add bids) bids goodbye to multiple password woes and allows users to access multiple applications with a single set of credentials.

QuickLaunch Password Manager

A self-service solution to automate password resets using phone, email & security questions thereby mitigating the need for involving the IT help desk.

QuickLaunch Multi-Factor Authentication

An additional layer of security to ensure that the right access is given to the right person through multiple modes of authentication at the time of login/password resets.

Testimonial:

"*QuickLaunch has been a great partner for us since the beginning of the process, back in 2016. We went live with our SSO portal in January 2017 and then with Password Reset in June 2017. We are looking forward to implementing MFA at the SSO login page as well to provide better security using 2 factor authentication. We have added many applications since we launched and they are always very responsive whenever we have issues. Great partner!*" said Patrick Brown, Chief Information Officer at Illinois College.

Benefits

Here are the business benefits that Illinois College saw in choosing QuickLaunch as their Identity platform:

Reduced IT Costs: By automating password resets, Illinois College freed their IT help desk completely from calls requesting a password reset assistance. This helped them cut IT help desk costs to a great extent.

Enhanced User Experience: By being able to access all their apps including by using (I don't know what this implies) just a single set of credentials, students could access their IT resources in a much shorter timeframe. This enhanced their overall user experience.

Reduced Implementation Cycle: The implementation cycle with QuickLaunch was much shorter to almost about one-fourth of the time as compared to other solutions. This is possible due to its extensive self-service capabilities.

Highly Responsive Technical Support: Since there was a migration involved from On-Premise AD to the cloud, it involved the QuickLaunch Technical Support team a great deal. Illinois College could leverage the expertise of the highly responsive Technical Support team to help achieve this transition with ease.
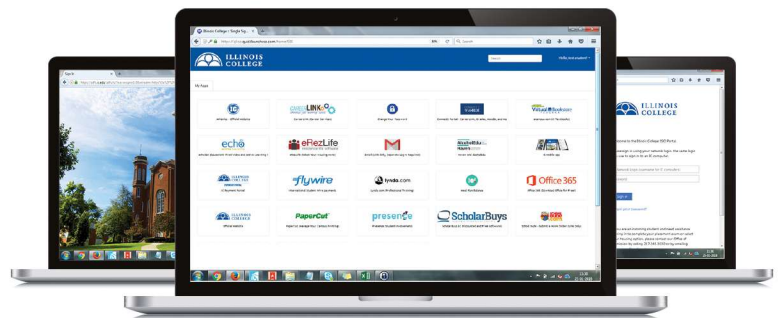
About QuickLaunch

QuickLaunch is the only AI and blockchain based identity-as-a-service platform (IDaaS) that transforms how cloud-savvy institutions and companies manage human and device authentication, authorization and access control. QuickLaunch leverages AI to autodetect threats and step up authentication and leverages blockchain ledger to protect identities and maintain historical access control changes for automatic compliance management. More than 100 institutions and companies such as Jenzabar, Unifyed, OculusIT, New Mexico State University, Colorado Community College System, BlackBeltHelp trust QuickLaunch to protect and manage over 2,000,000 identities and access to over 3,000 applications such as Salesforce, Adobe Creative Cloud, Box, Canvas, Blackboard, G Suite and Office 365.