# QuickLaunch™

## ROCKHURST UNIVERSITY

# Learn How Rockhurst University Improved User Experience with QuickLaunch

## PROBLEM STATEMENT

Rockhurst University is a well-accredited educational community of alumni's, students, staff and faculty members. Needless to say, apps used by users differed from each other depending on the user's role, such as alumni, student, staff or faculty. Managing multiple passwords for multiple apps not only drained the productivity of the IT help desk but also became a serious security concern for the educational community.

A secondary yet important issue for the IT help desk of Rockhurst University was receiving multiple user password reset requests for multiple apps. In addition to this, there was a backlog in password reset request due to unavailability of support staff after working hours.

## About Rockhurst University

Rockhurst University is a 100-year-old independent non-profit Kansas City Jesuit university with almost 50 percent Catholic students. It is a community with 25,000 alumni's; almost 3,000 students, as well as hundreds of faculty and staff members. Rockhurst University is accredited by the Higher Learning Commission and a member of the North Central Association. It is also accredited by AACSB International, a gold standard in business accreditation is given to only the top five percent of the top business schools in the nation.

## Products Offered

- Single Sign-On
- Smart Password Manager
- Multi-Factor Authentication
- Identity Provider
- Adaptive Authentication
- Shield

## Applications Integrated

- RU Rockweb
- Blackboard
- Canvas
- Office 365
- Faculty 180
- KC Business Journal
- KnowBe4

## SOLUTION

QuickLaunch which is the only blockchain based identity-as-a-service platform (IDaaS) offered solution to all problems of Rockhurst University. First and foremost, QuickLaunch addressed Rockhurst University's problem of managing multiple passwords through Single Sign-On. SSO allowed users to access multiple apps with a single username and password.

But, even after solving this issue, there was still a bigger issue of "Password Reset Requests" at hand with the IT help desk of Rockhurst University. QuickLaunch solved this with its self-service Smart Password Manager. All users were now able to reset their own passwords, and this helped in reducing the IT help desk tasks as well as costs.

Rockhurst University also opted for Multi-Factor Authentication (MFA), Adaptive MFA, User Self-Registration and Shield.

MFA helped to verify users identity with a secondary mode of verification such as challenge question/answer, OTP on phone/email or YubiKey, in addition to user password. MFA ensured the safety of user accounts even if their credentials were compromised.

First-Time User or User Self-Registration enabled users in setting up initial passwords securely with MFA at the time of on-boarding. Lastly, Rockhurst University opted for QuickLaunch Shield, a Web Application Firewall, which

## OUR CUSTOMERS



## 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.