



Learn How Southwestern Oklahoma State University Improved User Experience with QuickLaunch

PROBLEM STATEMENT

Managing user identities on the web portal became a tough job for the IT department of SWOSU. The educational institute wanted a secure way to manage users on their web portal and wanted to manage the identities of its users.

IT help desk at SWOSU was receiving a lot of queries for resetting user passwords. The university realized that resolving the recurring password reset requests is becoming a costly affair. At the same time, users query for resetting passwords were unattended during non-working hours as the staff wasn't available.

The primary concern of securing the end users identity became a concern for SWOSU. With so many ongoing programs for enrolling students into the web portal of SWOSU, the university wanted a quick and adaptable way of addressing it.

SWOSU wanted to create a secure registration process for all its first-time users. IT help desk at SWOSU also wanted to follow a user self-registration process for its web portal.

About Southwestern Oklahoma State University

Established in 1901, Southwestern Oklahoma State University (SWOSU) is one of the six Regional University System of Oklahoma members. It is a public university located in Weatherford and Sayre, Oklahoma. SWOSU has 5200 student enrollments every year from 75 of 77 counties of Oklahoma; 34 states of the U.S, and 34 different countries. In June 2017, SWOSU ranked 18th in MSN "Best Schools of 2017" list.

SWOSU offers 38 bachelor's degrees, 7 associate degrees, 6 master's degrees and 1 doctorate to all its students. It has more than 210 full-time faculty members, and 60% of these members hold a doctorate. SWOSU follows its motto "The focus is you". It has 1000 different classes with an average class size limit of 23 students.

Products Implemented

- Single Sign-On
- Identity Provider
- Password Manager
- Multi-Factor Authentication
- User Self-Registration

Applications Integrated

- Jenzabar®
- Canvas®
- Office 365®
- Lynda

SOLUTION

Single Sign-On (SSO): SSO enabled SWOSU to address important access challenges by automating user login. All web portal users could access their regularly used apps with a single set of username and password. This also eradicated the need to remember multiple set of credentials for regularly used apps.

Identity Provider (IDP): Identity provider or IDP offered a secure cloud platform to all SWOSU web portal users to manage their identities. This helped in managing all identities of yearly enrolled students as well as all faculty and staff members.

User Self-Registration: First-Time User or User Self Registration enabled users to set up their password securely using MFA at the time of on-boarding.

Password Manager: QuickLaunch Password Manager allowed users to reset their passwords on their own. This completely downsized the password reset requests sent to the IT help desk of SWOSU. At the same time, users query for resetting passwords were resolved, and the problem of addressing them during non-working hours completely faded away.

Multi-Factor Authentication: MFA or Multi-Factor Authentication allowed users to verify their identity through multiple modes, such as OTP sent to email/device or answering a challenge question. These multiple modes of verifying the end user's identity on the web portal secured the end users identity. At the same time, it was a quick as well as an easy to adapt mode of filling end user details on the portal.

OUR CUSTOMER



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, Unified, 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.