



CASE STUDY

Learn How College of Marin
(an InCommon® Institution) Achieved SSO &
Multifactor Authentication using QuickLaunch

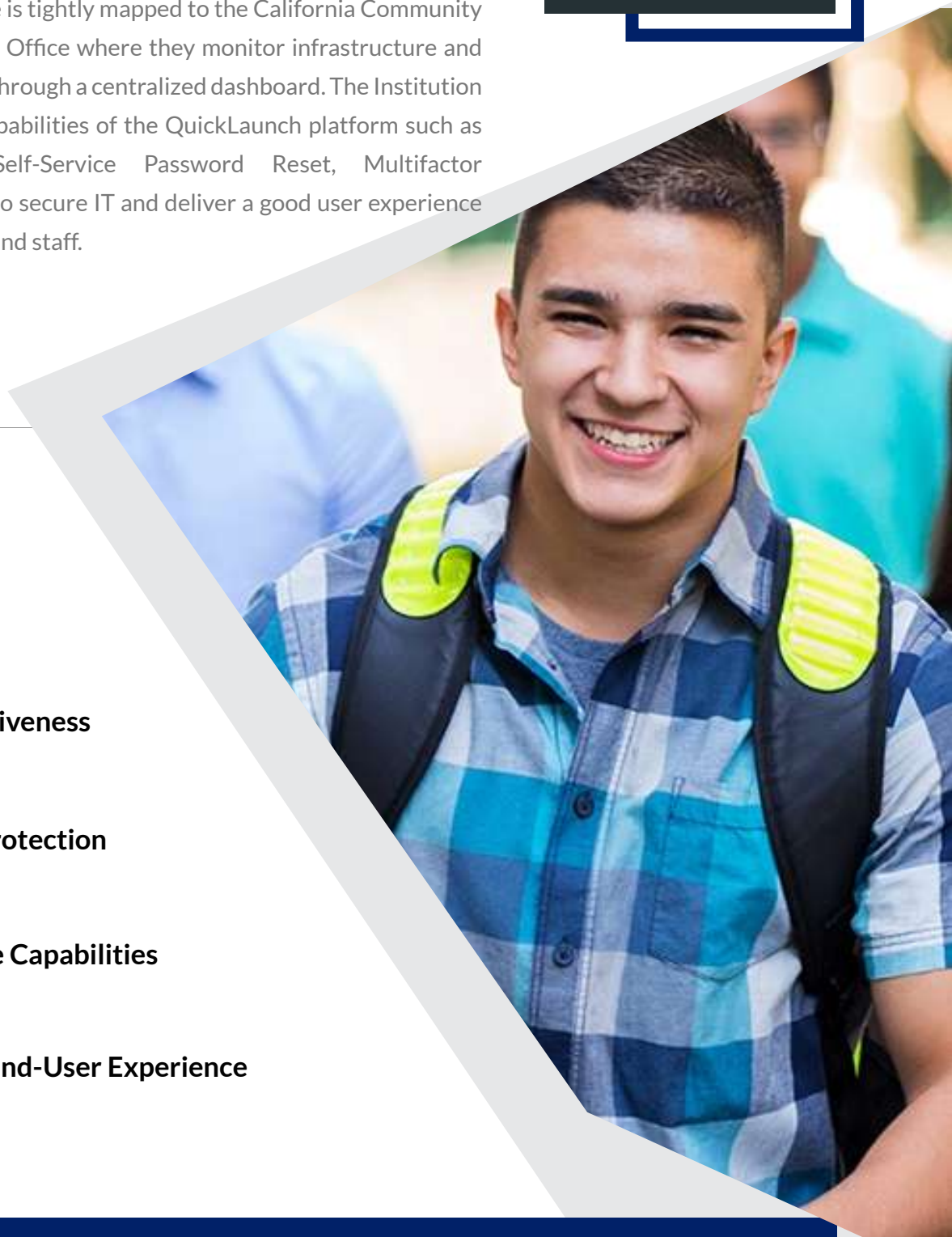
ABOUT COLLEGE OF MARIN

College of Marin is a large Institution in California with an enrollment of over 10,000 students. The Institution firmly believes in enabling student success through cutting edge technology and has kick-started several IT-related initiatives to achieve the same. The IT infrastructure is tightly mapped to the California Community College Chancellor's Office where they monitor infrastructure and usage of IT services through a centralized dashboard. The Institution leverages several capabilities of the QuickLaunch platform such as Single Sign-On, Self-Service Password Reset, Multifactor Authentication etc. to secure IT and deliver a good user experience to students, faculty and staff.

SSOs Achieved :
Office 365®,
Banner®, Canvas®,
Degree Works®,
Microsoft Imagine®
(InCommon®)

BENEFITS

- 1 Cost-Effectiveness
- 2 AI-based Protection
- 3 Self-Service Capabilities
- 4 Enhanced End-User Experience



THE PROBLEM

College of Marin was facing multiple challenges pertaining to managing student identities and credentials. This involved a wide array of things such as password fatigue due to multiple applications & the credentials involved, managing student password resets & vulnerabilities associated with security. To summarize, here is an account of the specific challenges:

1. Password Fatigue – College of Marin relied on quite a few IT applications such as **Banner®**, **Canvas®**, **Office 365®** and **InCommon®** Applications such as **Microsoft Imagine®**. They also had to manage student identities to the **CCCApply** portal which is an online gateway for California Community Colleges to facilitate transfer to 4-year courses, enhance skills and the overall learning experience.

2. Rising IT Help Desk Costs – Students were calling the IT Help Desk to reset their passwords and this led to an increase in Help Desk costs. The average cost of a password reset is \$23(according to Gartner).

3. After-Hours Portal Access – Often, students would face the need to reset passwords after working hours when the IT help desk would not operate. This meant that they had to wait until the help desk operated to merely get access.

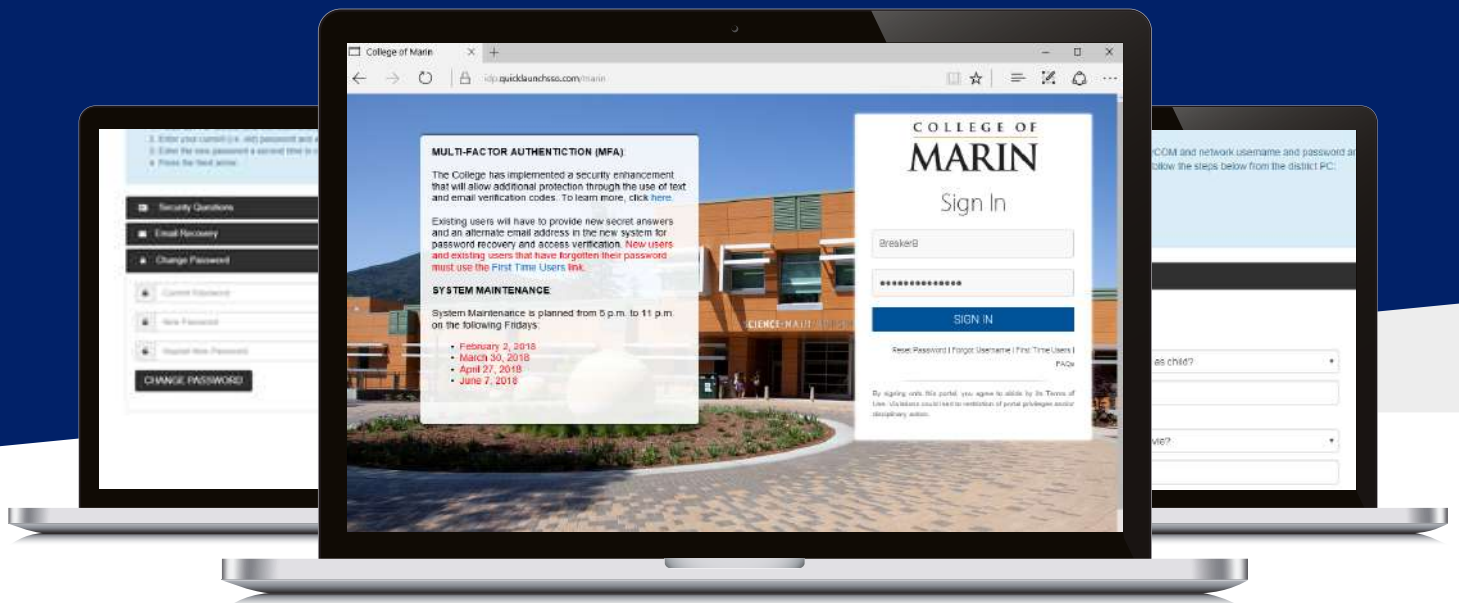
4. Vulnerability to Security Breaches – Breaches due to unauthorized access was on the rise, not at the College of Marin but in general and Institutions at large, are facing an increasing need to fortify Institutional Security.

THE EVALUATION

To mitigate password fatigue, single sign-on seemed a possible solution. This would mean that students could access multiple applications using a single set of credentials. The challenge was to find a product that would support InCommon® applications(Microsoft Imagine®) in addition to commonly used applications such as Banner®. Self-Service Password reset seemed a possible solution to cut down rising IT Help Desk costs. The other challenge, as we know, was preventing unauthorized access by going beyond traditional modes of authentication. Multi-Factor Authentication, technically, was

what the Institution needed to implement. The College of Marin was seriously evaluating CAS Duo as a potential solution to implement Multi-Factor Authentication. An end-to-end platform that could cater to all these needs such as SSO for InCommon® applications, Self-Service Password Reset, Multi-Factor Authentication was advisable over individual point products catering to specific needs, which is when QuickLaunch(Unified Identity) was considered.

THE SOLUTION



College of Marin chose the QuickLaunch Identity platform over other solutions (such as CAS Duo®) due to the following reasons:



QuickLaunch Single Sign-On

QuickLaunch Single Sign-On is a self-service application that enables clients to add, modify, remove and share role-based single-sign-on to sign-on 100s of commonly used applications such as Banner®, Peoplesoft®, Colleague®, Power Campus®, Jenzabar®, Canvas®, Blackboard®, Office 365®, Gmail®.



QuickLaunch Self-Service Password Reset

QuickLaunch Self-Service Password Reset enables users to answer security questions to reset their own passwords when they forget them.



QuickLaunch Multi-Factor Authentication

QuickLaunch Multi-Factor Authentication adds a layer of security that requires more than one method of authentication from independent categories of credentials to verify the user's identity for a login or password reset.

BENEFITS

The following were the benefits that College of Marin derived out of using the QuickLaunch platform:

1 Cost-Effectiveness

The platform offered flexible licensing and came at a price point which was for more efficient and effective, compared to other solutions. Thus, they could achieve all they wanted, in terms of functionality, at a much lower cost.

2 AI-based Protection

The QuickLaunch Platform has in-built AI-based capabilities, that makes it future-ready for Institutions to adopt.

3 Self-Service Capabilities

DIY is at the core of QuickLaunch's product philosophy and it is a self-service platform which can be set up and run without any assistance from Professional Services teams that come at a cost.

4 Enhanced End-User Experience

By adopting self-service password reset and single sign-on, the Institution could deliver a highly enriching end-user experience to its users. This also paved way for improved adoption of IT resources due to a breezy user experience.

Reasons why College of Marin chose QuickLaunch:

1. SSO FOR INCOMMON®

The QuickLaunch platform has out-of-the-box integration with InCommon® applications. In addition, the QuickLaunch App Store is loaded with over 2,000 pre-loaded apps.

2. COST-EFFICIENT SOLUTION

Although CAS Duo offered a long list of features, it came at an extremely high price point. QuickLaunch could cater to all that they needed at the Institution, at a fraction of the cost.

2. EASY PROVISIONING & DEPROVISIONING

Since QuickLaunch is primarily a platform that helps Institutions manage user identities effectively, provisioning and deprovisioning of users was an in-built capability which could be used with ease.

3. INTEGRATION

The platform supports all commonly used authentication protocols. Thus, it was easy to integrate with their existing environment and the apps they used such as Banner®, Office 365®, Microsoft Imagine® etc. In addition, it could also help integrate easily with CCCApply.

CUSTOMERS



Partial list only

99.9%

Uptime

20 +

Countries

2 M

Users

ABOUT QUICKLAUNCH

QuickLaunch is a leading Identity Platform that helps organisations & institutions solve identity-related challenges through a cutting edge AI-driven approach. We manage identities of over a million users across the globe in a seamless, secure manner through different ways such as Single Sign-On, Multi-Factor Authentication, Password Management, Cloud Directory, Identity Provider & Mobile Identity Management. Our platform has off-the-hook adaptors to over 2,000+ apps and that covers all popular applications such as Banner®, Canvas®, Moodle®, Office 365®, G-Suite® etc. that are widely used in Institutions in addition to a host of Enterprise applications. Transform the way you manage identities with QuickLaunch platform and add self-serviceability, reliability & stability to your overall IT infrastructure.



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