Enhancing User Experience and Reducing IT Costs with Identity and Access Management Solution

Solutions: Single Sign-On, Password Manager with MFA, Adaptive Authentication, User Self-Registration & Automated Provisioning/Deprovisioning

About Alabama A&M University:

Location: Huntsville, Alabama

Founded in 1875, Alabama Agricultural and Mechanical University (AAMU) - a public, historically black, land-grant university - is a dynamic and progressive institution with a strong commitment to academic excellence. The institution offers more than 60 undergraduate, graduate, and certificate programs to the students.

CHALLENGES:

Multiple credentials for different applications including Banner® Blackboard® Gmail® GradesFirst® Spolnet® resulted a lot of manual processes for onboarding, managing and off-boarding users across these applications creating security risks and frustrated users.

1 **Multiple Credentials**
Log in to multiple applications using different credentials was a huge productivity drain for students, staff, and faculty.

2 **Delay in Password Resets**
Users had to rely on the IT Help Desk to reset forgotten/lost passwords, resulting in long wait queues for the Help Desk and prolonged resolution times.

3 **Default Passwords**
Sending new users default passwords created multiple security risks for the institution as well as for the users.

4 **Manual Scripts**
AAMU was using manual scripts to provision users. Provisioning users using these custom scripts was cumbersome and time-consuming.

SOLUTIONS:

1 | **Single Sign-On**
Single Sign-On gave all users one-stop, secure access to all AAMU online services through their preferred devices. Now users no longer have to remember or save multiple login credentials.

2 | **Password Manager with MFA**
Users can now self-service reset their password without the intervention of the AAMU IT Help Desk using multiple factors of authentication and verification including security questions, email, and SMS.

3 | **Adaptive Authentication**
By enabling adaptive authentication, AAMU improved user identity and access management security. With adaptive authentication, AAMU now tracks deviations in user behavior, protects users' accounts from attack or misuse and alerts the administration on suspicious activities.

4 | **User Self-Registration**
AAMU streamlined and automated the onboarding of new students, faculty and staff with self-registration. Instead of receiving physical letters or emails with default passwords or having to come to campus to set up their account, first-time users get a welcome notification via email and then go online to AAMU's site where they verify their identity and create their own password.

5 | **Automated Provisioning**
With automating provisioning and deprovisioning, AAMU's IT administrators can now centrally manage access and permissions and make changes in real-time thereby reducing the time, cost and security-risks associated to user management across the enterprise.

STUDENTS (FTE): 6,100

FACULTY AND STAFF: 800

BENEFITS:

▸ **Enhanced User Experience**
Improved user experience with unified access to multiple applications.

▸ **Reduced IT Helpdesk Costs**
As the number of passwords reset requests going through IT Help Desk were reduced, the help desk cost incurred by the University was lowered significantly.

▸ **Improved Productivity**
Having to remember and key-in just one password had significantly cut down the login time and improved work efficiency, thereby enhancing the overall productivity of the users.

▸ **Cost-Effectiveness**
With the support its partners - the Campus Consortium and QuickLaunch - AAMU was able to roll out all of the solutions listed at a fraction of the price that most IdAM companies charge, thus enabling AAMU to meet a critical, campus-wide strategic objective.

> QuickLaunch is delighted to launch its flagship identity platform at Alabama A & M University and improve the operational efficiency of their IT team by helping them manage user identities using our IAM suite. The AI-powered IAM suite comes with multiple capabilities such as Identity Provider, Single Sign-On, Smart Password Manager with Multi-Factor Authentication, Adaptive Authentication, User Self-Registration, and Automated Provisioning. We are highly committed to help the institution in its mission to deliver IT applications seamlessly and securely in a cost-effective manner."
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> **- Neeraj Kainth, CEO, QuickLaunch**

Future Scope:

QuickLaunch, fast emerging as the preferred Integration Platform-as-a-Service (IPaaS) for its existing clients, can extend its functionalities to integrate all the systems and applications of the institution to provide a wholesome and delightful experience to all its stakeholders. With an exclusive range of identity and access management solutions, QuickLaunch will act as a one-stop shop for Alabama A&M University's IAM needs.