Enhancing End User Experience and Reducing Password Reset Costs with QuickLaunch Identity Integration-Platform-as-a-Service

Solutions: Identity Provider, Single Sign-on, Password Manager with MFA and User Self-Registration

ABOUT CAE

CAE is a full-service defense company established in 1947 and headquartered in Canada employing approximately 10,000 people worldwide - 4,500 of which call Canada home. CAE offers a comprehensive portfolio of products, services and training centers for the Canadian Forces. The company leverages simulation expertise and operational experience to help the Canadian Forces enhance safety, improve efficiency, and maintain readiness. In the operational systems area, CAE delivers advanced systems integration solutions and ongoing in-service and integrated logistics support to air, naval, and land platforms and subsystems.

CHALLENGES:

The users at CAE face challenges in managing various credentials for different applications causing multiple password reset requests. Keeping up with the volume of password resets through IT helpdesk is draining productivity from both the IT helpdesk and the users.
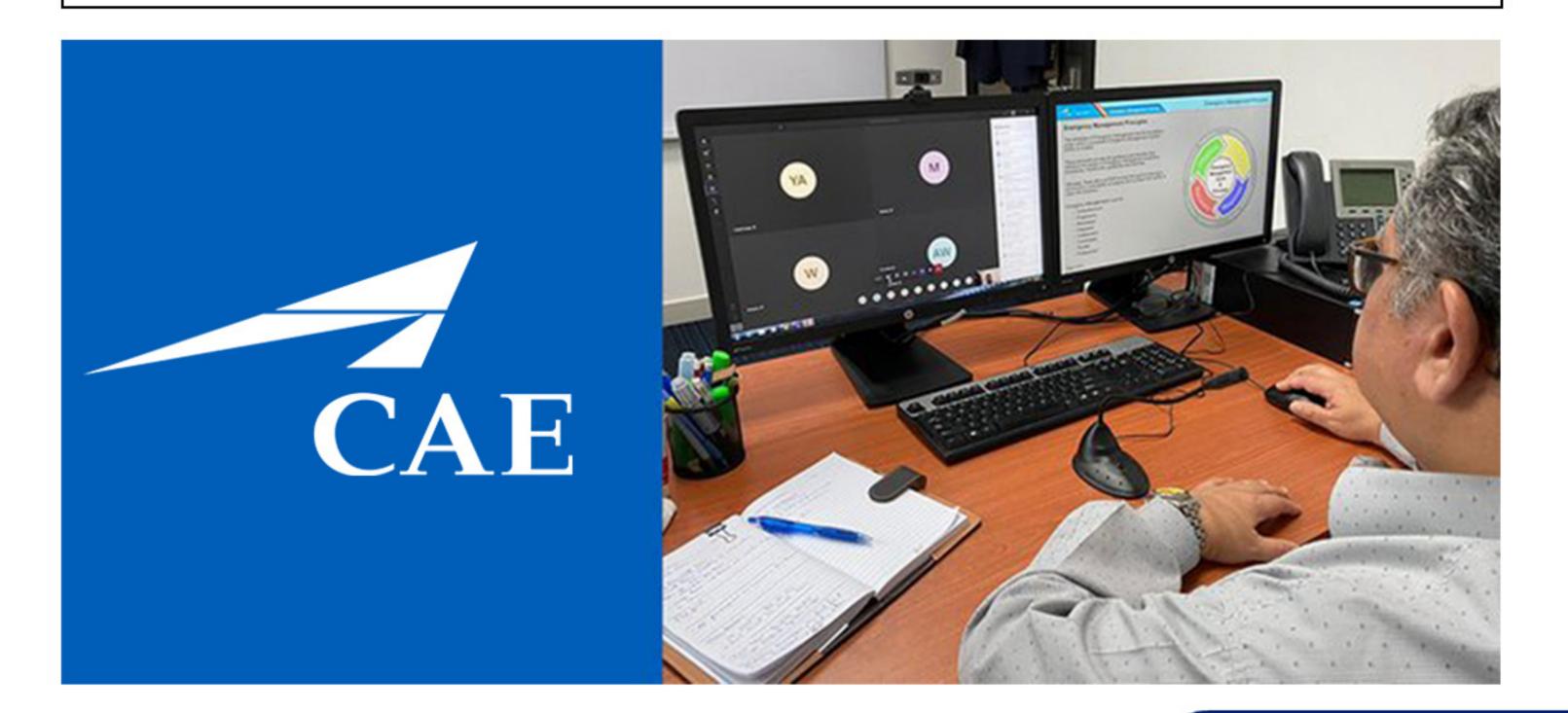
Multiple Credentials

1 Login to multiple applications using different credentials was a huge productivity drain for users.

Delay in Password Resets

2 Users had to rely on the IT help desk to reset lost or forgotten passwords resulting in long waiting queues for users and prolonged resolution time.

Default Passwords

3 Sending default passwords to new users over emails created multiple security risks for the company as well as the users.

SOLUTIONS:

Identity Provider
1
Identity Provider provided CAE a trusted and secured identity cloud solution to help CAE manage and store digital identities.
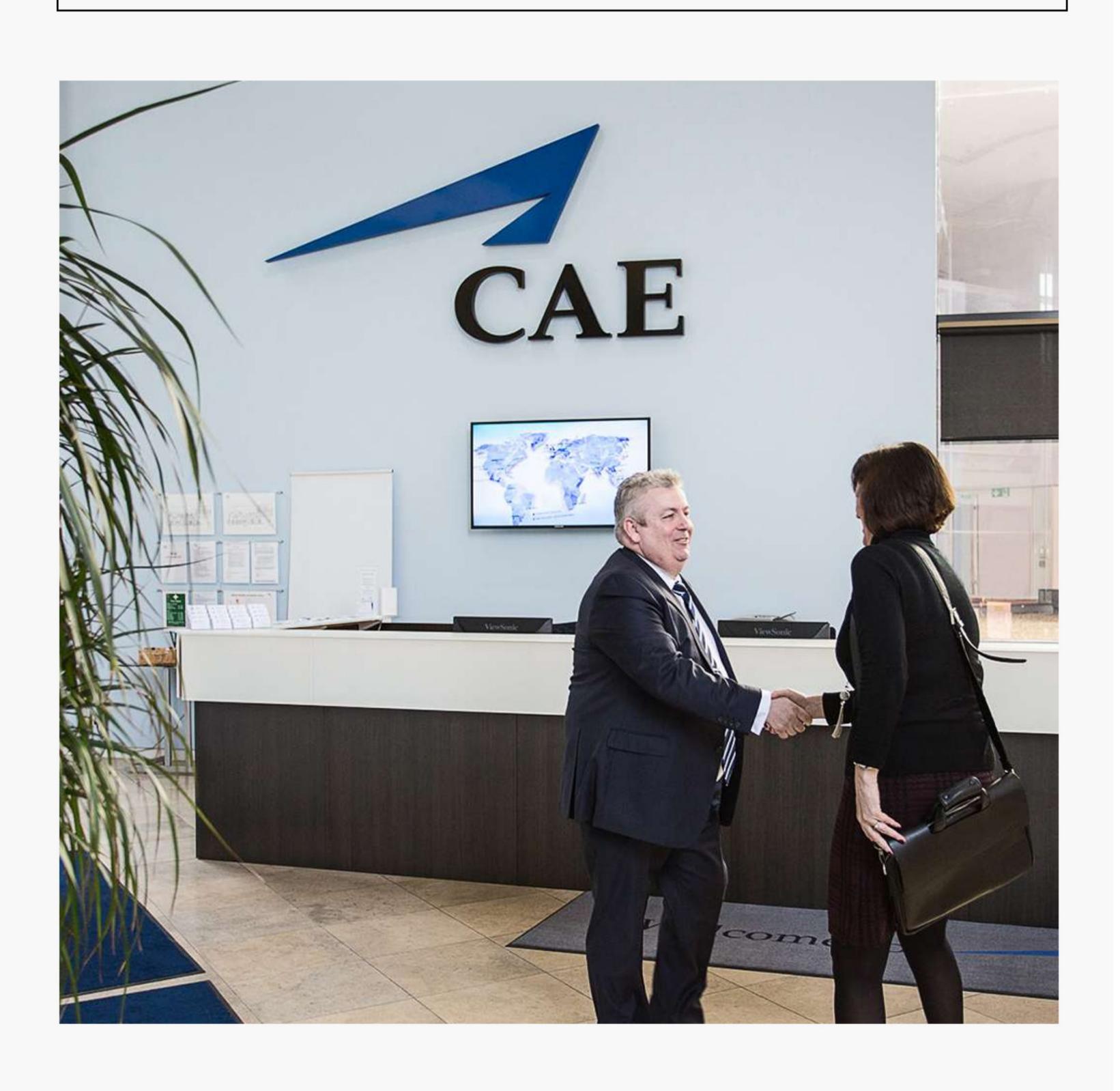
Single Sign-On
2
Single Sign-On helped the users at CAE to login to multiple applications using a single set of credentials and accessing those applications all in one location.

Password Manager with MFA
3
Password with MFA (Multi-Factor Authentication) helped CAE to reduce helpdesk calls related to password resets as users can now reset lost/forgotten passwords using multiple factors such as SMS, Email and Challenges Questions. This boosted IT productivity enabling knowledge experts to utilize their time on other productive tasks.

User Self Registration
4
CAE streamlined onboarding of new users with self-registration. Instead of receiving physical letters or emails with default passwords, first time users get email notification with a link to complete their security profile and setup their passwords.

BENEFITS:

▶ **Improved Productivity**

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

▶ **Reduced IT Help Desk Costs**

As users were able to reset lost/forgotten passwords by themselves using smart factors, the cost incurred for every password reset request going through IT help desk was reduced significantly.

▶ **Enhanced User Experience**

Access to multiple applications in a centralized location enhanced end user experience.

> QuickLaunch is delighted to launch its proprietary Single Sign-On and Password Manager with MFA at CAE. This will support the organization to improve 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, and User Self-Registration. We are highly committed to help the institution in its mission to deliver IT applications seamlessly and securely in a cost-effective manner"
>
> **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 CAE IAM needs.