Providing One-click Secure Access to Multiple Applications and Reducing Password Reset Costs

Solutions: Identity Provider, Single Sign-On, Password Manager with MFA

ABOUT SHAW UNIVERSITY

Location: Raleigh, North Carolina

Shaw University is the first historically black university in the Southern United States. Shaw is a private liberal arts institution affiliated with the Baptist Church and among the oldest HBCUs in the nation. Founded in 1865, the university has a rich history steeped in tradition, activism and service. It was the first college in North Carolina to offer a four-year medical school, the first institution of higher learning established for freedmen after the Civil War, and the first historically Black College in the nation to open its doors to women.

CHALLENGES:

The users (Student, Staff and Faculty) at Shaw University were encountering numerous challenges in managing multiple credentials for different applications such as Jenzabar®, Moodle®, Gmail® and more. Moreover, a large number of password reset requests was a productivity drain for both IT help desk and users, resulting in huge operational costs.

1 **Multiple Credentials**
Signing into multiple applications using different credentials for every app was a huge productivity drain for students, staff and faculty.

2 **Security Risk**
Poor handling of multiple credentials for different applications was a huge security risk for the institution. Users either use to keep same passwords or store passwords on spreadsheet making it easy for their account to get compromised.

3 **Delay in Password Resets**
As users had to rely on IT help desk to reset lost / forgotten passwords, it resulted in long waiting queues to get the password reset through help desk.

4 **Poor User Experience**
Remembering multiple credentials for different applications was a pain for users. Also, they have to enter multiple credentials to login to multiple applications. Moreover, longer resolution of password reset tickets led to frustration. This resulted in poor user experience and a drop in app usage.

SOLUTIONS:

1 **Single Sign-On**
Single Sign-On allowed users to securely login to multiple applications using a single set of credentials without switching different screens. Remembering multiple passwords was no more a pain.

2 **Password Manager with MFA**
Users were able to reset lost/forgotten password on their own without the intervention of IT help desk, using multiple factors of authentication (challenge questions, email and SMS).
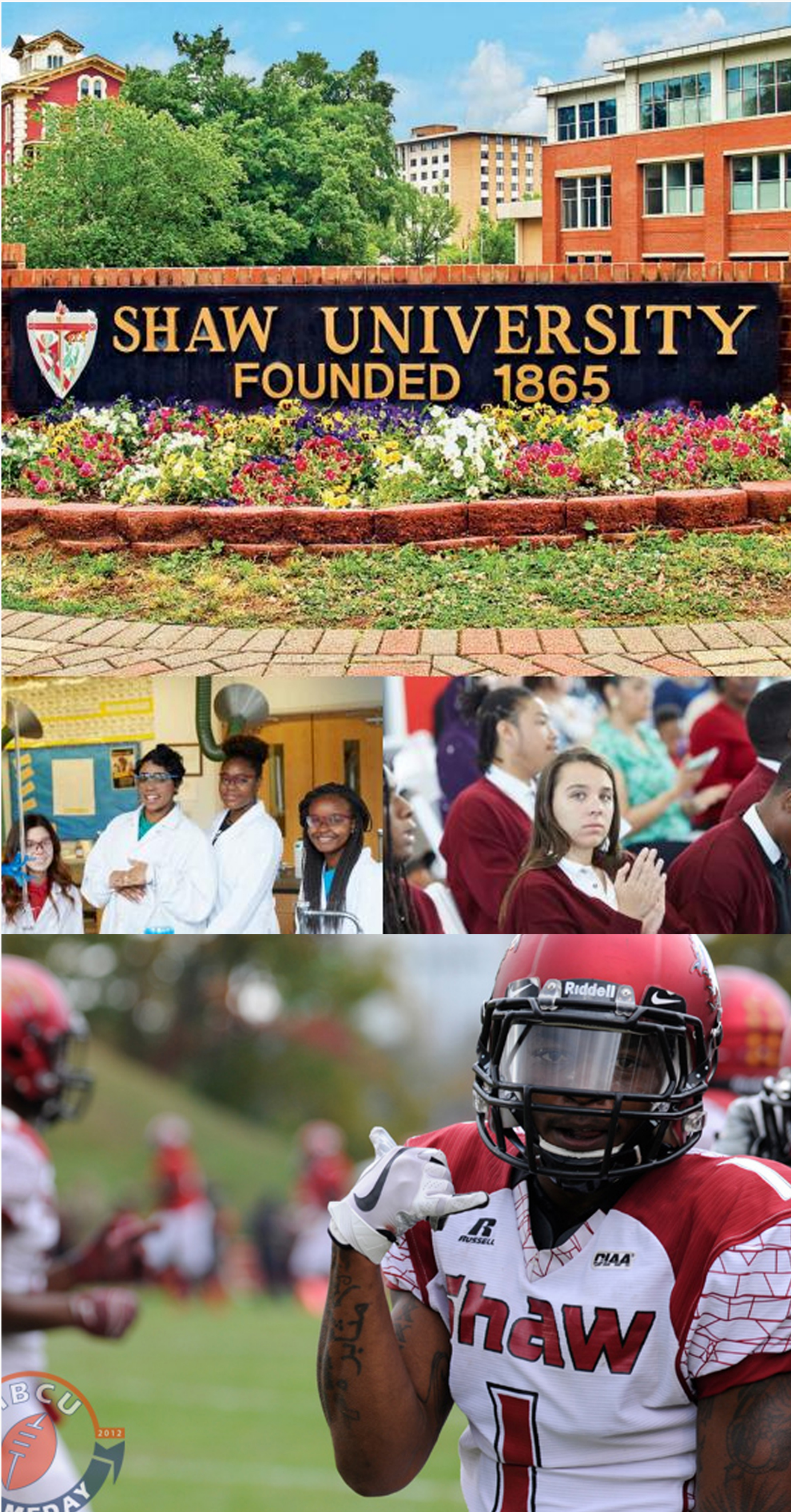
BENEFITS:

▶ **Enhanced User Experience**

QuickLaunch helped the institution to improve user experience by providing one-click secure access to multiple

▶ **Reduced IT Help Desk Costs**

As the users were able to reset their passwords without the intervention of IT help desk, the cost incurred for every password reset request going through help desk was reduced drastically.

▶ **Improved User 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**

QuickLaunch offered a long list of features at fraction of price as compared to other vendors in the identity and access management marketplace.

> QuickLaunch is delighted to launch its flagship identity platform at Shaw 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 and Smart Password Manager with Multi-Factor Authentication. 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 Shaw University's IAM needs.