



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 and Mobile App

Abraham Baldwin Agricultural College Overview

Location: Tifton, Georgia

Established in 1908 as the Second District A&M School in Tifton, Georgia, Abraham Baldwin Agricultural College is the part of University System of Georgia and offers baccalaureate and associate degrees. The institution was named after Abraham Baldwin, a signer of the United States Constitution from Georgia and the first president of the University of Georgia.



CHALLENGES:

Abraham Baldwin Agricultural College (ABAC) was encountering numerous challenges in handling student identities. Multiple credentials for different applications such as Banner®, D2L®, O365® and many more third party products. A large number of password reset requests was a productivity drain, resulting in huge operational costs.

1 Manual User Provisioning

ABAC was using custom scripts to provision users. Provisioning users using these custom scripts was erroneous and time-consuming.

2 Delay in Password Resets

Users had to rely on the IT help desk to reset forgotten/lost passwords, resulting in long queues to get to the help desk and prolonged resolution time.

3 Multiple Credentials

Login to multiple applications using different credentials was a huge productivity drain for students, staff and faculty.

4 Default Passwords

Sending default passwords to users at time of joining the institution was a security risk as usernames and passwords followed a common pattern.

We'd tried and abandoned previous approaches to single sign-on before adopting QuickLaunch. In the last seven years, we have moved from 3 different SSO models/providers! We needed a cloud-based solution that offered password reset, CAS, SAML, MFA, and the ability to ease the stress on the IT staff. QuickLaunch offered this and much more.



Allen Saylor,
Chief Technology Officer,
Abraham Baldwin Agricultural College

SOLUTIONS:

1 Single Sign-On

Remembering different credentials for multiple applications is a pain and now ABAC uses Single Sign-On to help users to login to multiple apps using

2 Smart Password Manager with MFA

Users can now reset their passwords on their own using multiple factors of authentication (security questions, email and SMS) without the intervention of the IT help desk.

3 Adaptive Authentication

It enhanced institutional security by triggering additional authentication based on deviations in user behavior (location, network, browser, device etc.), preventing false access.

4 User Self-Registration

First-time users can create their own passwords, eliminating the process of sending default passwords to new users joining the institution.

5 Automated Provisioning

IT administrators will now be able to onboard/offboard users faster, streamline user access management across multiple applications and grant privileges to different users based on their roles.

BENEFITS:

► Reduced IT Helpdesk Costs

The number of password reset requests going through the IT helpdesk were reduced, lowering the helpdesk cost, incurred by Abraham Baldwin Agricultural College, significantly.

► Enhanced User Experience

QuickLaunch helped the institution to improve user experience by providing unified access to multiple solutions.

► Cost-Effectiveness

QuickLaunch offered a long list of features/solutions at fraction of the price of other vendors in the identity world.

► Improved Productivity

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



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 positive user experience to all its stakeholders. With an exclusive range of identity and access management solutions, QuickLaunch will act as a one-stop shop for Abraham Baldwin Agricultural College's IAM needs.