

SUCCESS STORY

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

About Golden Gate University

Location: San Francisco, California

GGU is California's fourth oldest private university, enrolling thousands of students annually. The university's main campus is located in San Francisco, with additional teaching sites in Seattle and Silicon Valley. In addition to evening and weekend classes, most courses and degrees are offered entirely online. For more than 115 years, Golden Gate University (GGU) has been helping adults achieve their professional goals by providing undergraduate and graduate education in Accounting, Law, Taxation, Business, and related areas.

STUDENTS: 2,515

ALUMNI: 68,000

CHALLENGES

Golden Gate University was encountering numerous challenges in handling student identities. Multiple credentials for different applications such as Colleague®, Moodle®, Office365®, Peoplegrove®, and more had them on their toes. Moreover, a large number of passwords reset requests was a productivity drain, resulting in huge operational costs.

► **MULTIPLE CREDENTIALS**

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

► **DELAY IN PASSWORD RESETS**

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

► **MANUAL SCRIPTS**

GGU was using manual scripts to provision users. Provisioning users using these custom scripts was cumbersome and time-consuming.

SOLUTIONS:

► SINGLE SIGN-ON

Remembering different credentials for multiple applications is no more pain as Single Sign-On helped the users to login to multiple apps using a single set of credentials.

► PASSWORD MANAGER WITH MFA

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

► 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.

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 Golden Gate University's IAM needs.

BENEFITS:

ENHANCED USER EXPERIENCE

1

QuickLaunch™ helped the institution to improve user experience by providing unified access to multiple applications using a single set of credentials.

REDUCED IT HELPDESK COSTS

2

As the number of passwords reset requests going through IT helpdesk was reduced, the helpdesk cost incurred by Golden Gate University was lowered significantly.

IMPROVED PRODUCTIVITY

3

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

4

QuickLaunch™ offered a long list of features at a fraction of price as compared to other vendors of the identity world.



"QuickLaunch™ is delighted to launch its flagship identity platform at Golden Gate 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, 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."

- Neeraj Kainth, CEO, QuickLaunch™