Quicklaunch™
identity & integration

AMERICAN INTERNATIONAL UNIVERSITY

Managing Identities and Streamlining Access Control with Next-Gen Identity and Access Management Solution

Solutions: Single Sign-on, Identity Provider, Password Manager with MFA, Adaptive Authentication, User Self-Registration & Automated Provisioning

About American International University
Location: Al Jahra, Kuwait

Founded and led by an experienced team of American Educators, American International University provides the people of Kuwait with a high-quality, internationally proven American education. The mission of university is to improve and enrich lives by meeting the higher education, training, partnership, and economic development needs of the State of Kuwait and the Gulf region. The university provides high-quality, innovative, and responsive programs centered on the intellectual, cultural, and personal growth of all learners. In pursuit of its mission, AIU puts student success first.
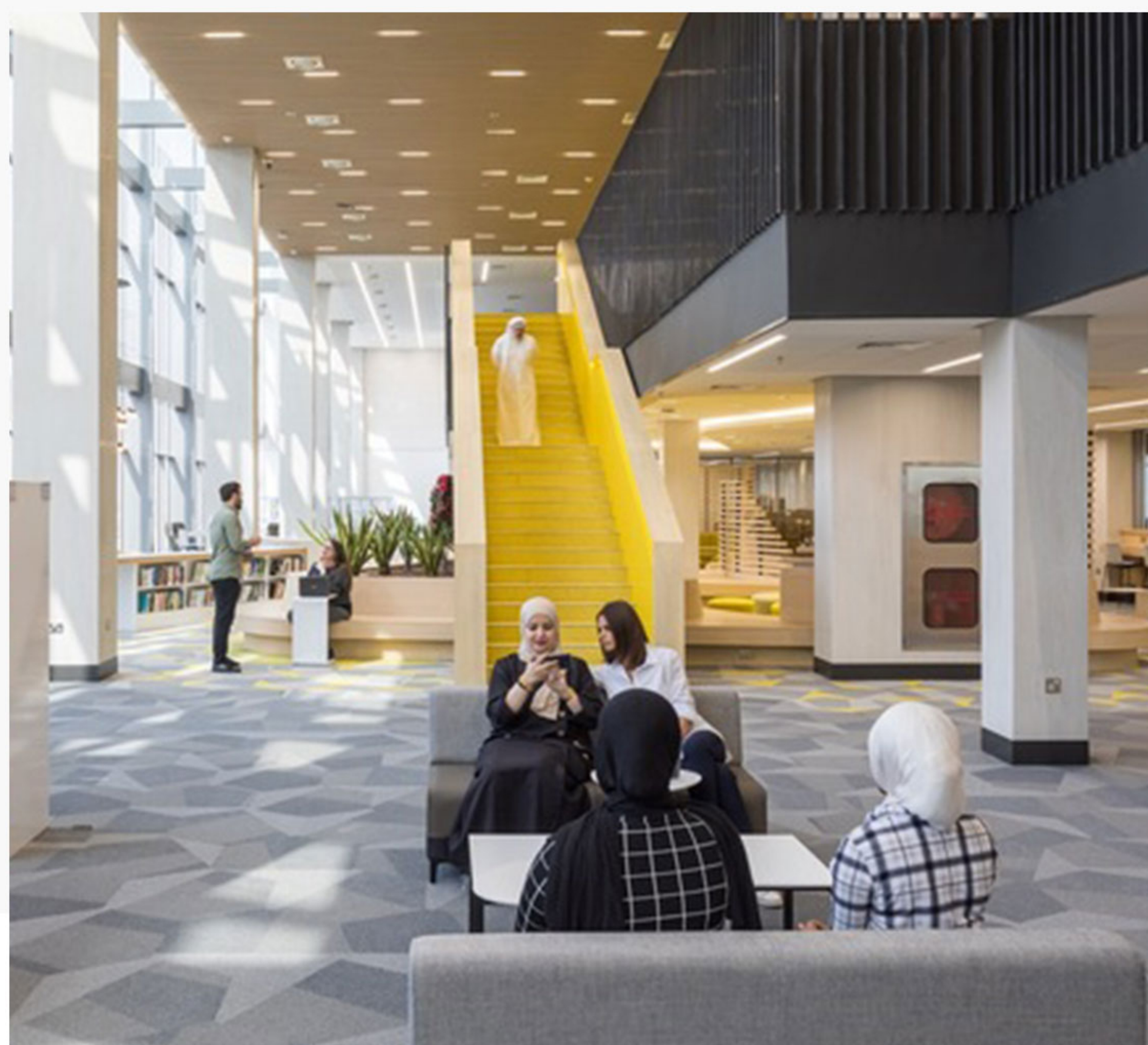
CHALLENGES:

Multiple credentials for different applications including Banner®, Canvas®, and Gmail® 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
Security Risks
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.

4
Default Passwords
Sending new users default passwords created multiple security risks for the institution as well as for the users.

SOLUTIONS:

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

Smart Password Manager with MFA
2 Users can now reset their passwords without the intervention of the AIU IT Help Desk using multiple factors of authentication and verification including security questions, email, and SMS.

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

User Self-Registration
4 AIU streamlined and automated the onboarding of new students, faculty and staff with self-registeration 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 AIU's site where they verify their identity and create their own password.

BENEFITS:

▶ **Reduced IT Help Desk 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.

▶ **Enhanced User Experience**

Improved user experience with unified access to multiple applications.

▶ **Cost-Effectiveness**

ASU was able to roll out all of the solutions listed at a fraction of the price that most IAM companies charge, thus enabling AIU to meet a critical, campus-wide strategic objective.

▶ **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.

> QuickLaunch is delighted to launch its flagship identity platform at American International 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 American International University's IAM needs.