Quicklaunch
identity & integration

Community College *of* Philadelphia

Automating User Provisioning and Deprovisioning 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 Community College of Philadelphia

Location: Philadelphia, Pennsylvania

Community College of Philadelphia is a public, open admission institution that provides both academic resources and support services to help students achieve their academic goals. As the largest public institution of higher education in Philadelphia, the College has served more than 685,000 of the city's residents since 1965.

CHALLENGES:

Multiple credentials for different applications including Colleague®, Canvas®, and O365® resulted a lot of manual processes for onboarding, managing and off-boarding users across these applications creating security risks and frustrated users.

1 **Manual User Provisioning**
CCP was using manual scripts to provision users. Provisioning users using these custom scripts was cumbersome 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 wait queues for the Help Desk and prolonged resolution times.

3 **Multiple Credentials**
Log in to multiple applications using different credentials was a huge productivity drain for students, staff and faculty.

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

SOLUTIONS:

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

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

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

4 **User Self-Registration**
CCP 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 CCP's site where they verify their identity and create their own password.

5 **Automated Provisioning**
With automating provisioning and deprovisioning, CCP's IT administrators can now centrally manage access and permissions and make changes in real-time, thereby reducing the time, cost and security-risks associated to user management across the enterprise.

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**
CCP was able to roll out all of the solutions listed at a fraction of the price that most IAM companies charge, thus enabling CCP 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 Community College of Philadelphia 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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> **- Dieter Schuller, President, 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 Community College of Philadelphia 's IAM needs.