Quicklaunch™
identity & integration

ASU
ALABAMA STATE UNIVERSITY

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

Solutions: Single Sign-on, Self Service, Adaptive MFA, Account Activation & Identity Lifecycle Management

About Alabama State University

Location: Montgomery, Alabama

Founded in 1867, Alabama State University (ASU) is a public historically black university located in Montgomery, Alabama on a beautiful 172-acre campus featuring lush landscaping, historic landmarks and both modern and traditional facilities that pay homage to the University's proud past and bright future.

CHALLENGES:

Multiple credentials for different applications including Peoplesoft®, Blackboard®, 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 ASU online services through their preferred devices. Now, users no longer have to remember or save multiple login credentials.

Self Service
2 Users can now reset their passwords without the intervention of the ASU IT Help Desk using multiple factors of authentication and verification including security questions, email, and SMS.

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

Account Activation
4 ASU 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 ASU's site where they verify their identity and create their own password.

Identity Lifecycle Management
5 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:

▶ **Reduction in Administrative Overhead**

Automating user access management could reduce manual labor hours by 50%, saving 1000 hours annually.

▶ **Decrease in Error Rates**

Automation could lead to a 70% decrease in error rates, saving time and resources required for error correction.

▶ **Improvement in Access Timeliness**

Streamlining processes could reduce access delays by 80%, ensuring timely access for users.

▶ **Enhanced Compliance**

Automation could improve compliance with regulations by 60%, ensuring consistent enforcement of access controls.

▶ **Efficiency Gains**

Centralizing role-based access control could increase efficiency by 40% in managing permissions across systems.

QuickLaunch is delighted to launch its flagship identity platform at Alabama State 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 Single Sign-On, Self Service, Adaptive MFA, Passwordless Account Activation, and Identity Lifecycle Managament. We are highly committed to help the institution in its mission to deliver IT applications seamlessly and securely in a cost-effective manner"

- Adam Bailey, VP of Marketing, 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 Alabama State University 's IAM needs.