

Calumet College of St. Joseph Transforms User Experience and Reduces IT Costs with QuickLaunch

3000+

Users (Students, Staff, and Faculty)

10+

Applications (Blackboard, Paylocity, Zoom, Slate and more)

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Trust security approach adopted by the institution after deploying QuickLaunch MFA solution

About Calumet College of St. Joseph

Calumet College of St. Joseph (CCSJ) is a private Catholic university, accredited by the Higher Learning Commission, offering associate's, bachelor's and master's degrees. Located minutes from downtown Chicago, it offers a vibrant, affordable education in a stimulating learning environment.

Challenges

Calumet College of St. Joseph was concerned about complaints from frustrated students having to memorize passwords and use three sets of credentials to access different applications to conduct their daily activities.

Students were often confused about which password to use for which account. This led to frustration and an increase in the number of calls and visits to the help desk. Also, a significant amount of time was wasted during orientation to acclimate students with their numerous accounts.

CCSJ realized having a proper SSO solution in place would ensure the onboarding process was streamlined and students would only have to remember a single set of credentials to login with just one click to access their applications. As a result, faculty and staff would spend more time concentrating on activities that lead to greater student success and less time covering the technical challenges related to authenticating students to disparate systems.



The Results

- Fast Deployment
- Happier students and satisfaction scores
- Completed major transition from a legacy on-premise system to cloud. CCSJ now operates on an identity-first approach, centralizing identity management and access control in the institution.
- QuickLaunch's all-in-one-identity and access management solution streamlined role-based access control across the institution.

QuickLaunch Products and Solutions Used:

Single Sign-On provides one-click secure access to essential applications such as 0365®, Slate®, Blackboard®, and 10 other applications.

Self Service is helping the institution to reduce password reset call volume by allowing users to reset lost/forgotten passwords using multiple factors of authentications such as security questions, email OTP, and SMS.

Adaptive MFA is helping the institution in detecting suspicious login attempts and alerting users. The system prompts MFA based on deviations in user behavior (time of login, location of login etc.).

Account Activation allows first time users to set up their account password, thereby eliminating the need of sending default passwords to users via email.

As a result, QuickLaunch is helping CCSJ to manage digital identities, enhance the end user experience, boost user productivity, improve institutional security, reduce operational costs, and accomplish all of this at one-third of the cost as compared to other solutions.

99.9%
Uptime

500+
Customers

3.2M+
Users

About QuickLaunch

QuickLaunch is the #1 leader in Identity and Access Management (IAM) for Higher Education. More than 500+ organizations trust QuickLaunch’s platform to manage over 2,000,000 identities and integrate over 3,000 applications worldwide. CIOs, CTOs, and CISOs use QuickLaunch IAM technologies to engage with students, faculty, and staff and protect them throughout their journey. QuickLaunch’s technology is vital in protecting the user experience, driving both operational efficiencies and higher productivity for colleges, universities, and institutions.



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