Coconino Community College Transforms Identity and Lifecycle Management with the QuickLaunch IAM Suite

Solutions: Single Sign-on, Self Service, Adaptive MFA, Account Activation, Passwordless, and Identity Lifecycle Management
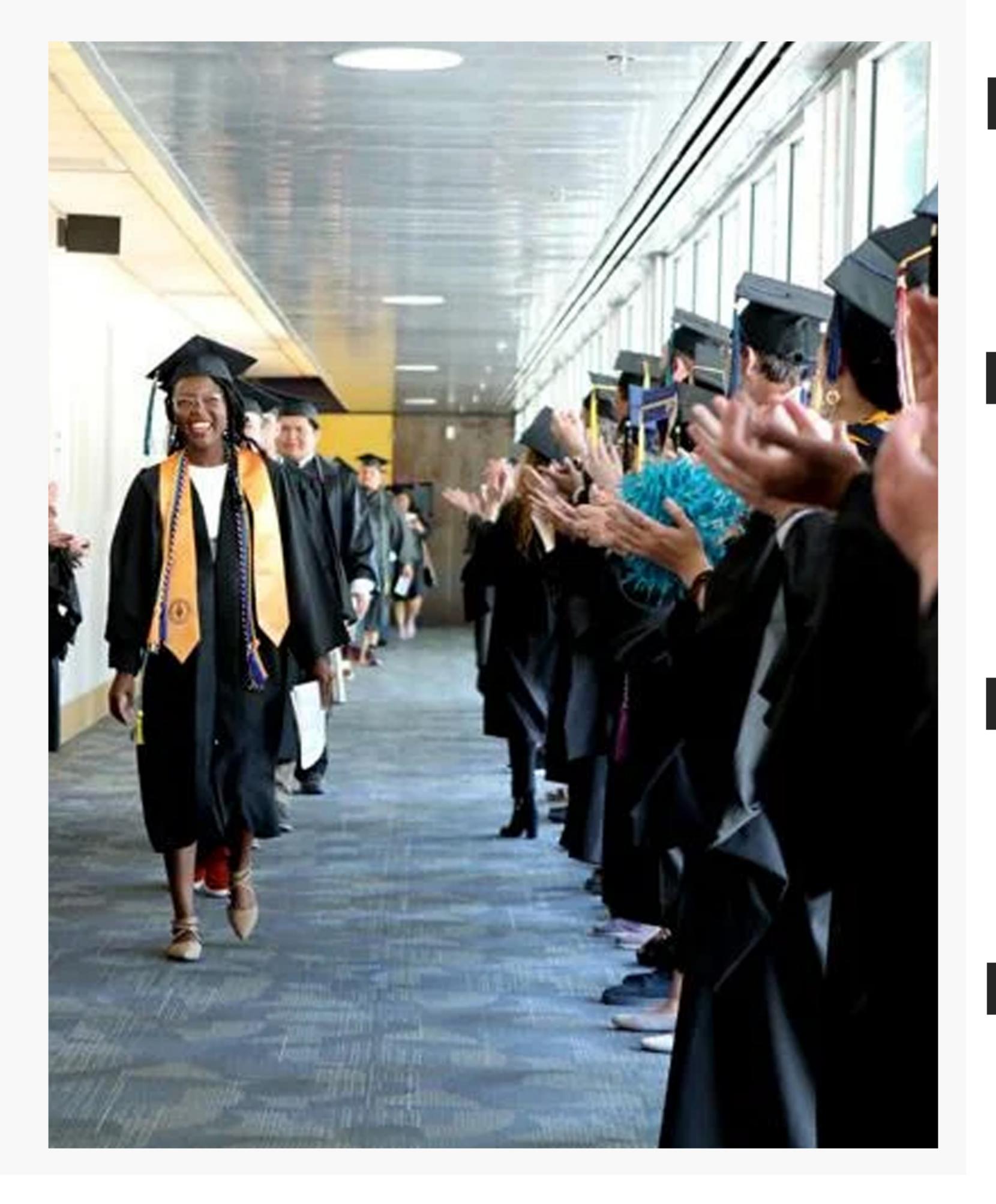
About Coconino Community College

Location: Flagstaff, Arizona

Coconino Community College (CCC) is a public community college in Coconino County, Arizona. It enrolls more than 7,500 learners annually. The college offers more than 50 associate degrees and certificates. Scholarships are available through the CCC Foundation

CHALLENGES:

Coconino Community College faced operational and security challenges, including manual onboarding, disconnected systems without centralized identity control, and a high volume of IT support tickets. Inactive accounts and limited automation further increased security risks and added strain on the IT team.

1 **Multiple Credentials**
Logging in to multiple applications using different credentials was a major 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**
The lack of centralized credential management posed a significant security risk for the institution. Users often reused the same passwords across applications or stored them in unsecured formats, such as spreadsheets, increasing the likelihood of account compromise.

4 **Default Passwords**
Issuing default passwords to new users introduced multiple security risks for both the institution and its users.

SOLUTIONS:

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

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

3. Adaptive MFA
By enabling adaptive authentication, CCC improved user identity and access management security. With adaptive authentication, CCC now tracks deviations in user behavior, protects users' accounts from attack or misuse and alerts the administration on suspicious activities.
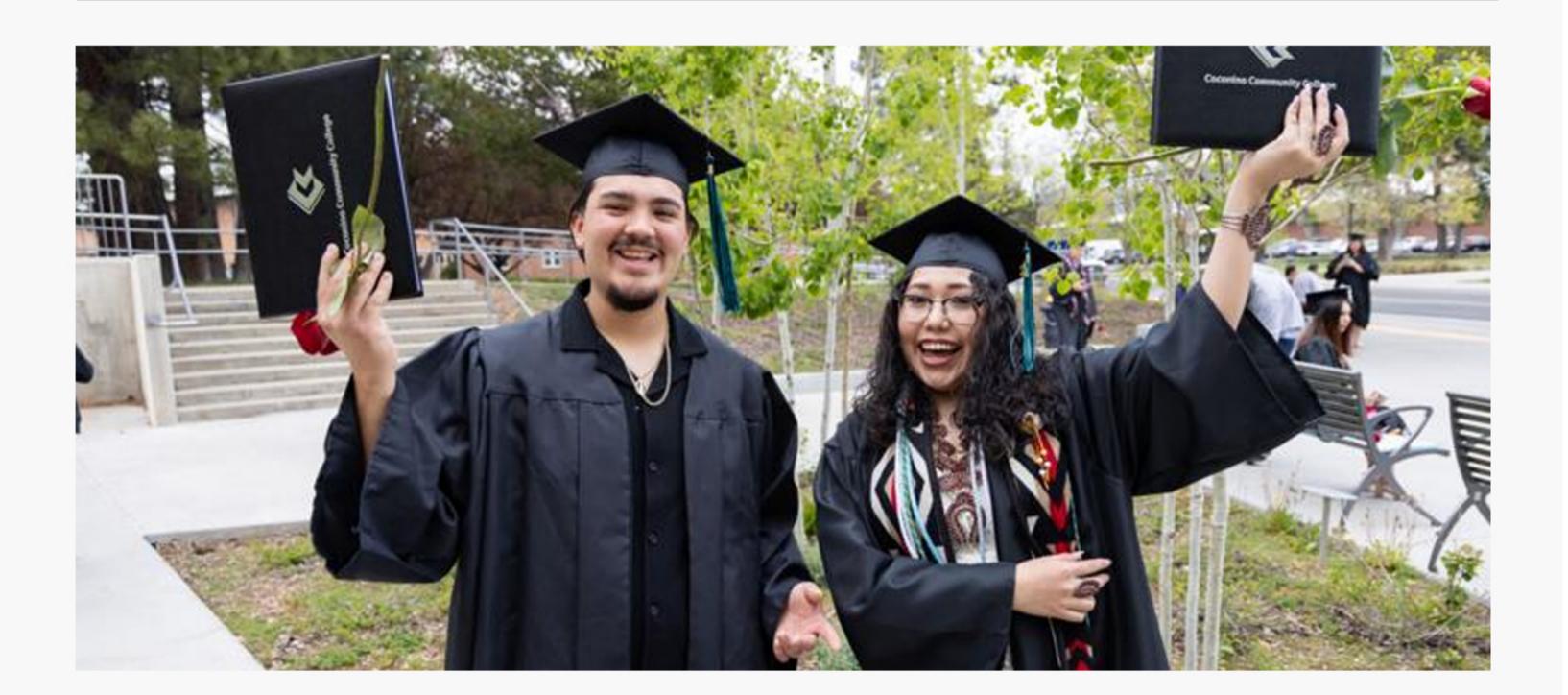
4. Account Activation
CCC streamlined and automated the onboarding of new students, faculty and staff with self-registration Instead of receiving physical letters or emails with default passwords or having to come to campus to set up their account, first-time users get a welcome notification via email and then go online to CCC's site where they verify their identity and create their own password.

5. Identity Lifecycle Management
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 Coconino Community College 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 Management. 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, rapidly emerging as the preferred Integration Platform-as-a-Service (iPaaS) for its existing clients, offers the capability to integrate all institutional systems and applications, delivering a seamless and engaging experience for all stakeholders. With a comprehensive suite of identity and access management solutions, QuickLaunch will serve as a one-stop shop for Coconino Community College's IAM needs.