



Pfeiffer University

Automating Identity Lifecycle
Management at Pfeiffer
University with QuickLaunch

ABOUT PFEIFFER UNIVERSITY

Location: Misenheimer, North Carolina

Pfeiffer University is a private liberal arts university in North Carolina with campuses in Misenheimer and Albemarle, along with online programs. The university emphasizes personalized, mentored learning and serves undergraduate and graduate students across multiple academic disciplines.

- 848 Student FTE
- 3 Locations + Online Programs
- 35+ Academic Programs

Core Systems



47+ enterprise applications integrated with QuickLaunch SSO

CHALLENGES:

Pfeiffer University needed a centralized identity platform capable of supporting authentication across a diverse application environment while automating account provisioning for both students and employees. With identity data originating from different systems—Jenzabar for students and Paycom for employees—the university needed an efficient way to automate account creation and updates while simplifying access for users.



FTE: ~848
Industry: Higher Education

SOLUTIONS:

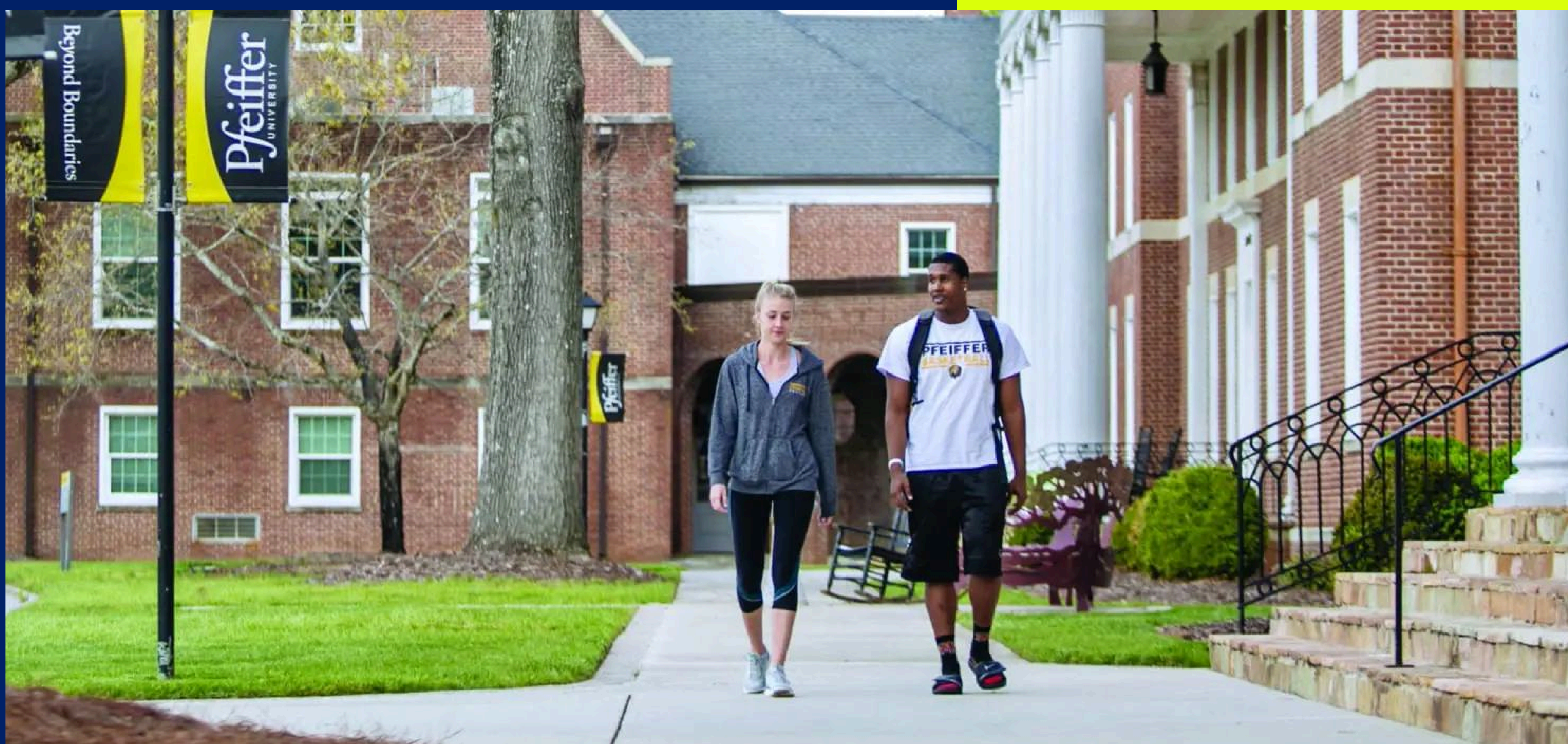
Pfeiffer University deployed **QuickLaunch Single Sign-On (SSO), Multi-Factor Authentication (MFA), Self-Service Password Reset (SSPR), Account Claiming, and Identity Lifecycle Management (ILM)**.

QuickLaunch now:

- Provides **SSO across 47+ applications**, including Blackboard, PaperCut, Microsoft 365, and other campus services.
- Supports separate identity sources for **students and employees**, using **Jenzabar and Paycom**.
- Automates identity lifecycle processes through **JDBC connections to an on-premises SQL Server** maintained by Pfeiffer.
- Enables self-service password management and account claiming, reducing dependency on IT support.
- Provides centralized authentication and MFA protection across institutional applications.

OUTCOMES:

- Unified authentication across **47+ applications** through a single identity platform.
- Automated provisioning workflows for both **students and employees**.
- Streamlined identity data exchange from **Jenzabar and Paycom** into the university's identity environment.
- Reduced IT intervention through SSPR and account claiming.
- Strengthened security through centralized MFA and authentication policies.



CUSTOMER VALUE:

- ✓ **One secure identity experience** across academic, administrative, and productivity applications.
- ✓ Automated identity management across both student and employee populations.
- ✓ Reduced manual provisioning and account-management effort.
- ✓ Faster user onboarding and easier account recovery.
- ✓ A scalable IAM foundation supporting Pfeiffer's campus and online learning environments.



FUTURE SCOPE:

- Expand identity lifecycle automation to additional systems and workflows.
- Increase adoption of modern authentication and passwordless capabilities.
- Continue expanding the QuickLaunch SSO ecosystem as new applications are introduced.