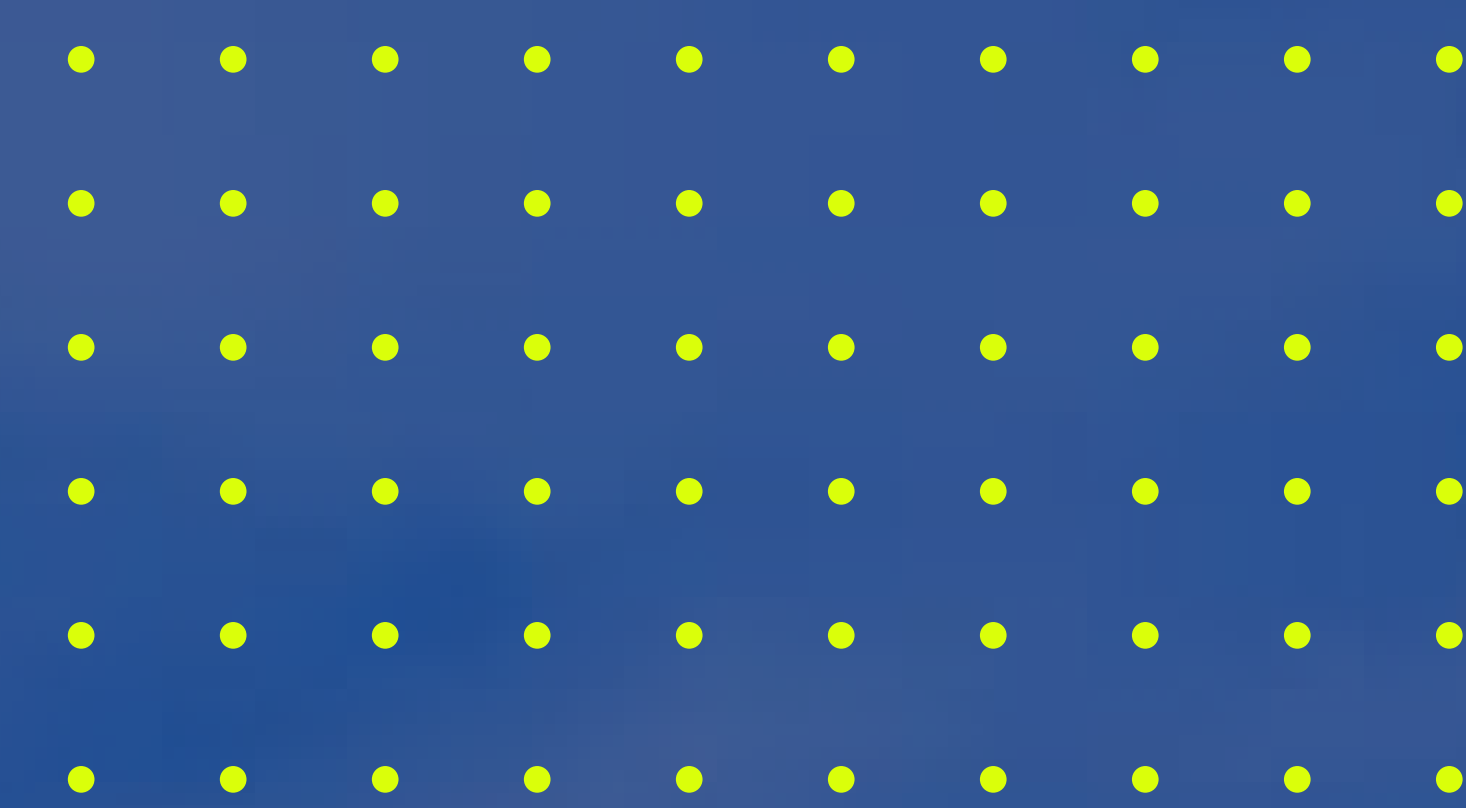




Roosevelt University

**Streamlining Campus Identity:
How Roosevelt University
Secured 50+ Applications with
QuickLaunch SSO & IAM**

ABOUT ROOSEVELT UNIVERSITY

Location: Chicago, Illinois

Roosevelt University is a private university with campuses in Chicago and Schaumburg, Illinois, serving approximately **3,700+ students**. The university offers undergraduate, graduate, and professional programs across multiple disciplines, requiring secure and reliable access to a broad portfolio of academic and administrative applications.

Core Systems



50+ enterprise applications integrated with QuickLaunch SSO

CHALLENGES:

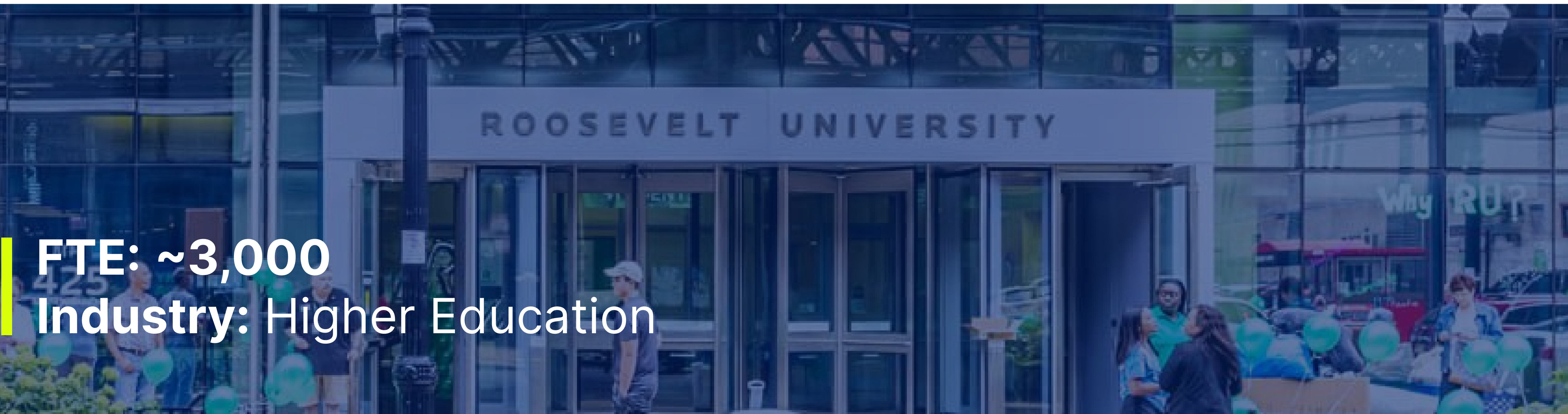
Roosevelt University needed a centralized Identity & Access Management platform to simplify user access, strengthen security, and automate identity lifecycle processes. Managing authentication across numerous applications while provisioning users from Banner to Active Directory created operational complexity and increased IT support demands. The institution also required a scalable self-service solution for account onboarding and password management to improve the user experience.

SOLUTIONS:

Roosevelt University deployed **QuickLaunch Single Sign-On (SSO), Multi-Factor Authentication (MFA), Self-Service Password Reset (SSPR), Account Activation, and Identity Lifecycle Management (ILM)** to create a secure, automated identity ecosystem.

QuickLaunch now:

- Delivers Single **Sign-On across 50+ enterprise applications**, including Banner, Argos, Blackboard, EAB Navigate, Slate, Maxient, and the university's **Microsoft 365 environment**.
- Automates **identity provisioning from Banner to Active Directory** for both **students and employees**, ensuring timely account creation and lifecycle management.
- Processes approximately **2,000 self-service password resets and 700+ account activations every month**, significantly reducing IT support effort.
- Protects institutional resources using **Email OTP and SMS OTP MFA**, while also supporting **Passkeys** for a growing population of users adopting passwordless authentication.



FTE: ~3,000
Industry: Higher Education

OUTCOMES:

- Unified access to **50+ mission-critical applications** through a single authentication platform.
- Automated **Banner-to-Active Directory** identity lifecycle management for students and employees.
- Approximately **2,700 self-service identity transactions every month**, reducing helpdesk workload and improving user productivity.
- Enhanced institutional security through MFA with support for modern passwordless authentication.
- Consistent and seamless authentication experience across academic and administrative systems.

CUSTOMER VALUE:

- ✓ Simplified digital access with one secure identity for all campus services.
- ✓ Faster onboarding through automated identity provisioning and account activation.
- ✓ Lower operational costs by minimizing password-related support requests.
- ✓ Improved security posture with centralized authentication and multi-factor authentication.
- ✓ A scalable IAM foundation that supports the university's evolving digital transformation initiatives.

FUTURE SCOPE:

- ✓ Expand **Paskey adoption** to deliver a broader passwordless authentication experience.
- ✓ Extend identity lifecycle automation to additional campus systems and workflows.
- ✓ Continue modernizing authentication by leveraging emerging identity standards and adaptive security capabilities.
- ✓ Further streamline access governance through deeper integration between enterprise applications and identity services.

