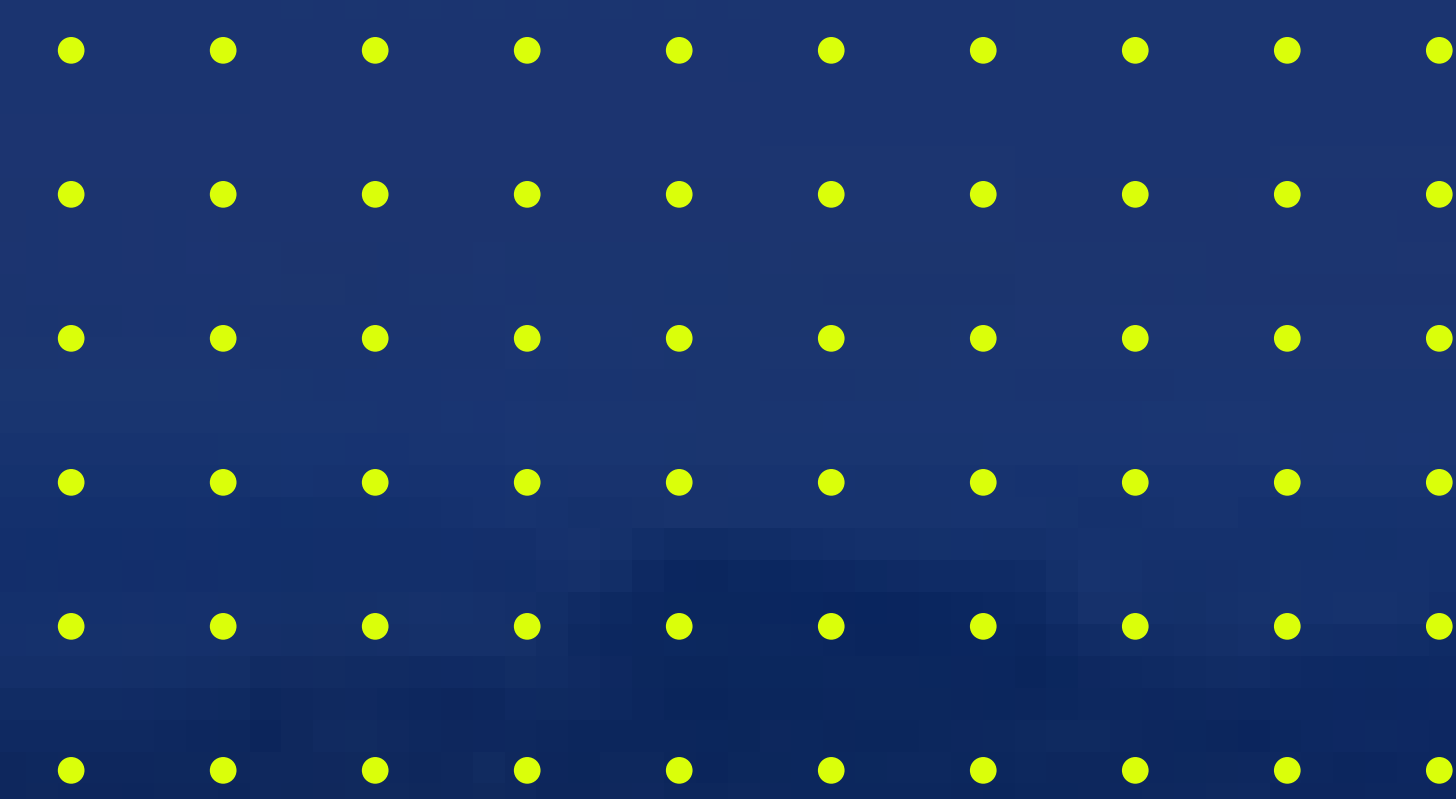




Community College of Baltimore County

Self-Service at Scale: CCBC's
Journey to Centralized SSO, MFA,
and Account Automation

ABOUT COMMUNITY COLLEGE OF BALTIMORE COUNTY (CCBC)

Location: Baltimore County, Maryland

Community College of Baltimore County (CCBC) is one of the largest community colleges in Maryland and one of the **largest QuickLaunch customers by user population**. With a large and diverse student population accessing academic, administrative, and cloud applications, CCBC requires identity services that can operate reliably at significant scale.

Core Systems









108+ service providers integrated with QuickLaunch SSO

CHALLENGES:

CCBC needed a scalable IAM platform capable of providing secure, seamless access across a large application ecosystem while handling an enormous volume of routine identity operations. Password recovery and new-user onboarding needed to be largely self-service to prevent the IT helpdesk from becoming a bottleneck.



FTE: 15,316
Industry: Higher Education

SOLUTIONS:

CCBC leverages QuickLaunch SSO, MFA, SSPR, and Account Activation as its centralized identity platform.

QuickLaunch:

- Provides SSO across 108+ applications, including Banner, Brightspace, DegreeWorks, Element451, and other critical campus services.
- Provides centralized MFA, primarily using SMS and Email OTPs.
- Handles approximately 22,000 password resets every month through self-service workflows.
- Processes approximately 2,000 new account registrations every month, enabling users to establish access without extensive IT intervention.
- Provides a consistent authentication experience across the college's broad digital ecosystem.

OUTCOMES:

- **108+ applications** secured through centralized SSO.
- **22,000 monthly password resets** handled through self-service.
- **2,000+ new account registrations every month.**
- Reduced helpdesk dependency for high-volume identity operations.
- Strengthened security through centralized MFA.
- Scalable identity infrastructure supporting one of the largest community colleges using QuickLaunch.



CUSTOMER VALUE:

Scale without added IT burden. QuickLaunch enables CCBC to deliver secure access to a massive application ecosystem while automating tens of thousands of identity transactions every month.



FUTURE SCOPE:

- Continue expanding the SSO ecosystem as new digital services are introduced.
- Modernize authentication and MFA capabilities.
- Further expand self-service and identity automation to support CCBC's growing digital environment.