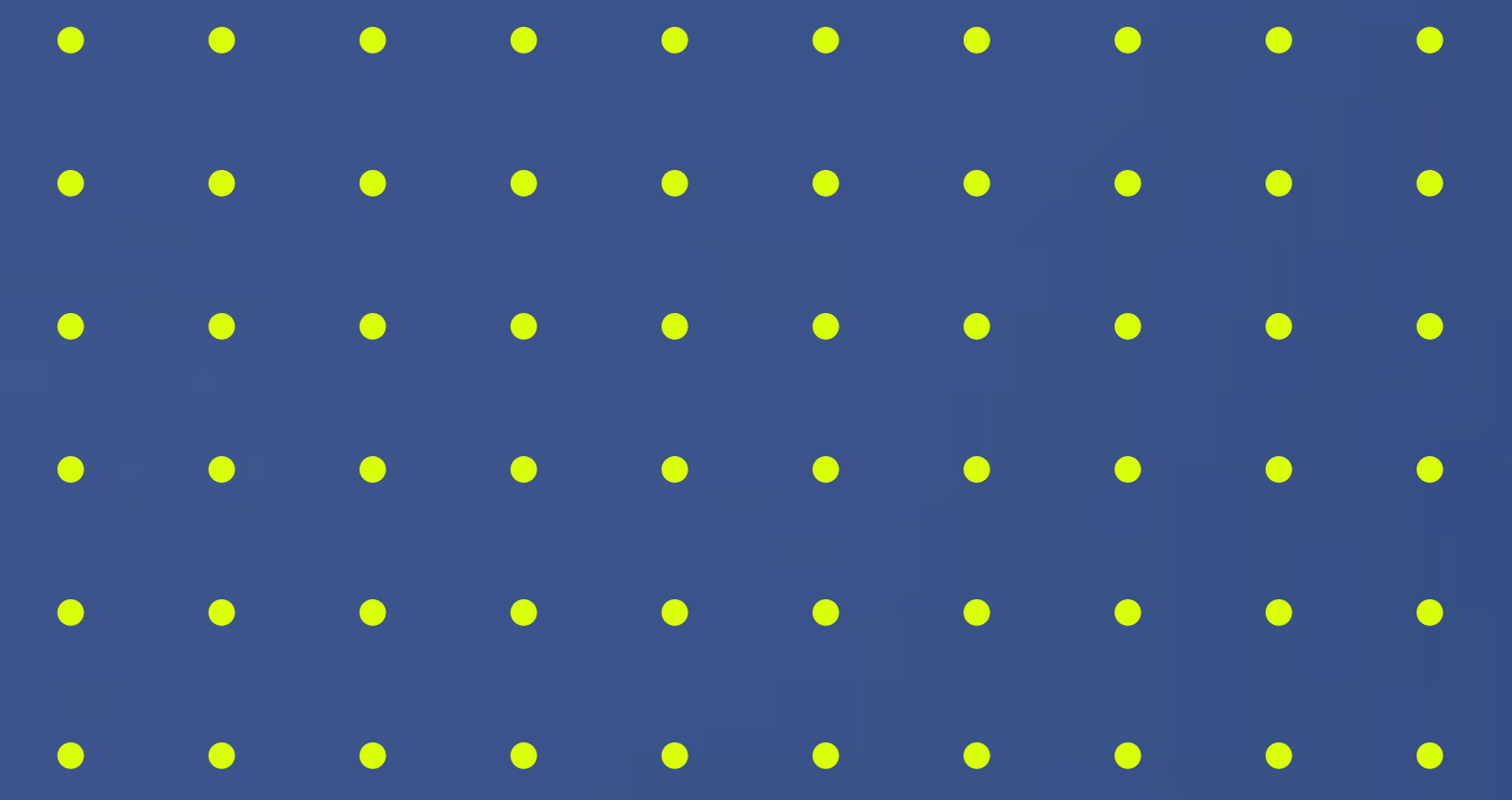




Glen Oaks Community College

**46+ Apps, One Secure Login:
How Glen Oaks Scaled Access
with QuickLaunch SSO**

ABOUT GLEN OAKS COMMUNITY COLLEGE

Location: Centreville, Michigan

Glen Oaks Community College is a public community college in Centreville, Michigan, serving students across academic, career, and workforce development programs. The college supports a diverse digital environment spanning learning, administrative, and communication platforms.

- ~900 Student FTE
- Community-focused institution serving Southwest Michigan

Core Systems



46+ service providers integrated with QuickLaunch SSO

CHALLENGES:

Glen Oaks needed a centralized identity platform to simplify access across its growing application ecosystem while providing secure authentication and self-service identity management. The college also wanted to reduce IT dependency for password recovery and new-user onboarding.

FTE: ~900
Industry: Higher Education

SOLUTIONS:

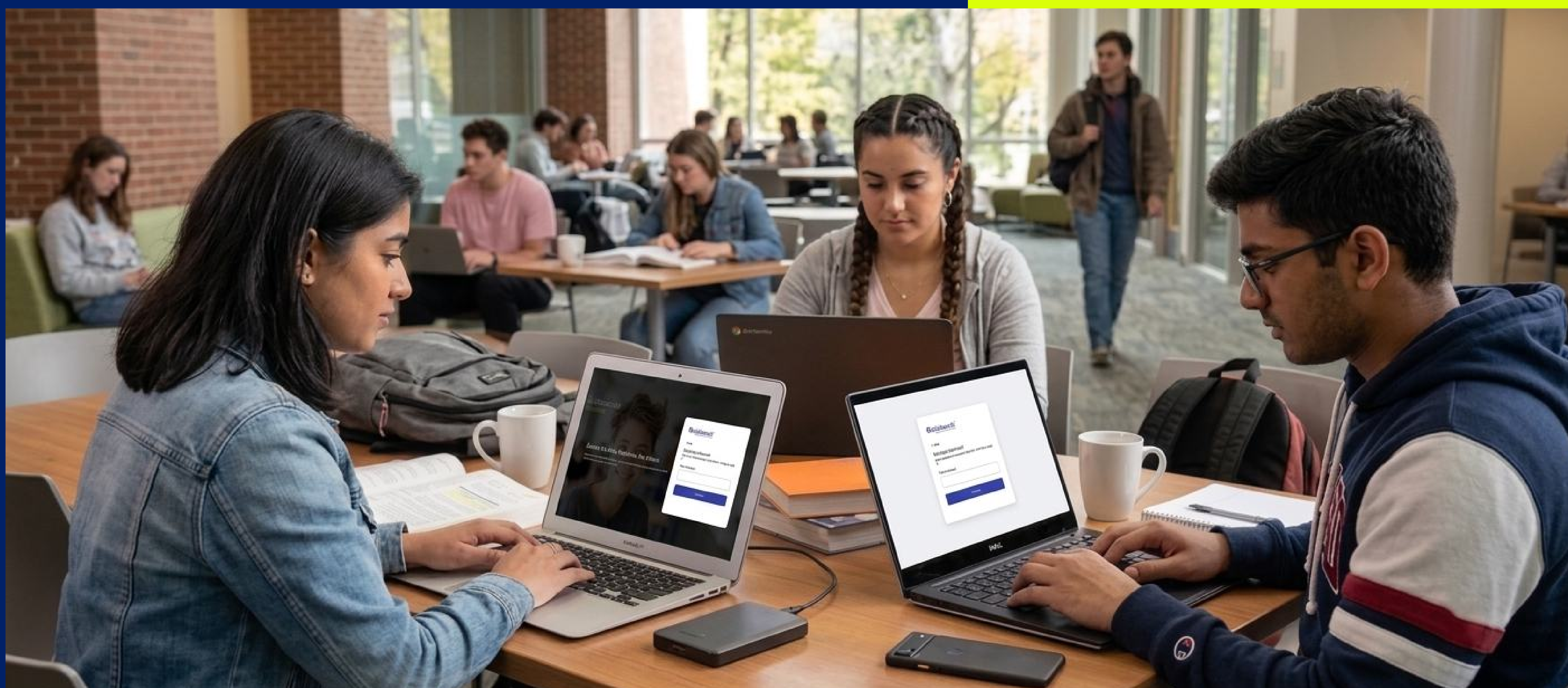
Glen Oaks Community College deployed **QuickLaunch SSO, MFA, SSPR, and Account Activation**.

QuickLaunch now:

- Provides **SSO across 46+ applications**, including Colleague, Canvas, Gmail, Maxient, Courseleaf, and other campus services.
- Provides centralized MFA, primarily leveraging **SMS and Email OTPs**.
- Enables approximately **460 password resets every month** through SSPR.
- Processes approximately **500 new account activations monthly**, simplifying onboarding and reducing helpdesk intervention.
- Provides a unified authentication experience across academic and administrative applications.

OUTCOMES:

- Secure Single Sign-On across **46+ applications**.
- Approximately **460 monthly password resets** handled through self-service.
- Approximately **500 new account activations every month**.
- Reduced IT workload associated with routine account management.
- Strengthened security through centralized MFA.
- Simplified access to critical learning and institutional systems.



CUSTOMER VALUE:

Secure access at scale, without adding operational complexity. QuickLaunch gives Glen Oaks a centralized identity experience while empowering users to manage routine account and password needs independently.



FUTURE SCOPE:

Preparing for Colleague SaaS

As Glen Oaks moves toward Colleague SaaS, QuickLaunch can play a larger role in the college's modern identity architecture.

Future opportunities include:

- Supporting identity workflows as the college transitions to **Colleague SaaS**.
- Exploring **QuickLaunch ILM** to automate identity lifecycle management.
- Modernizing identity data flows and reducing dependency on legacy provisioning approaches.