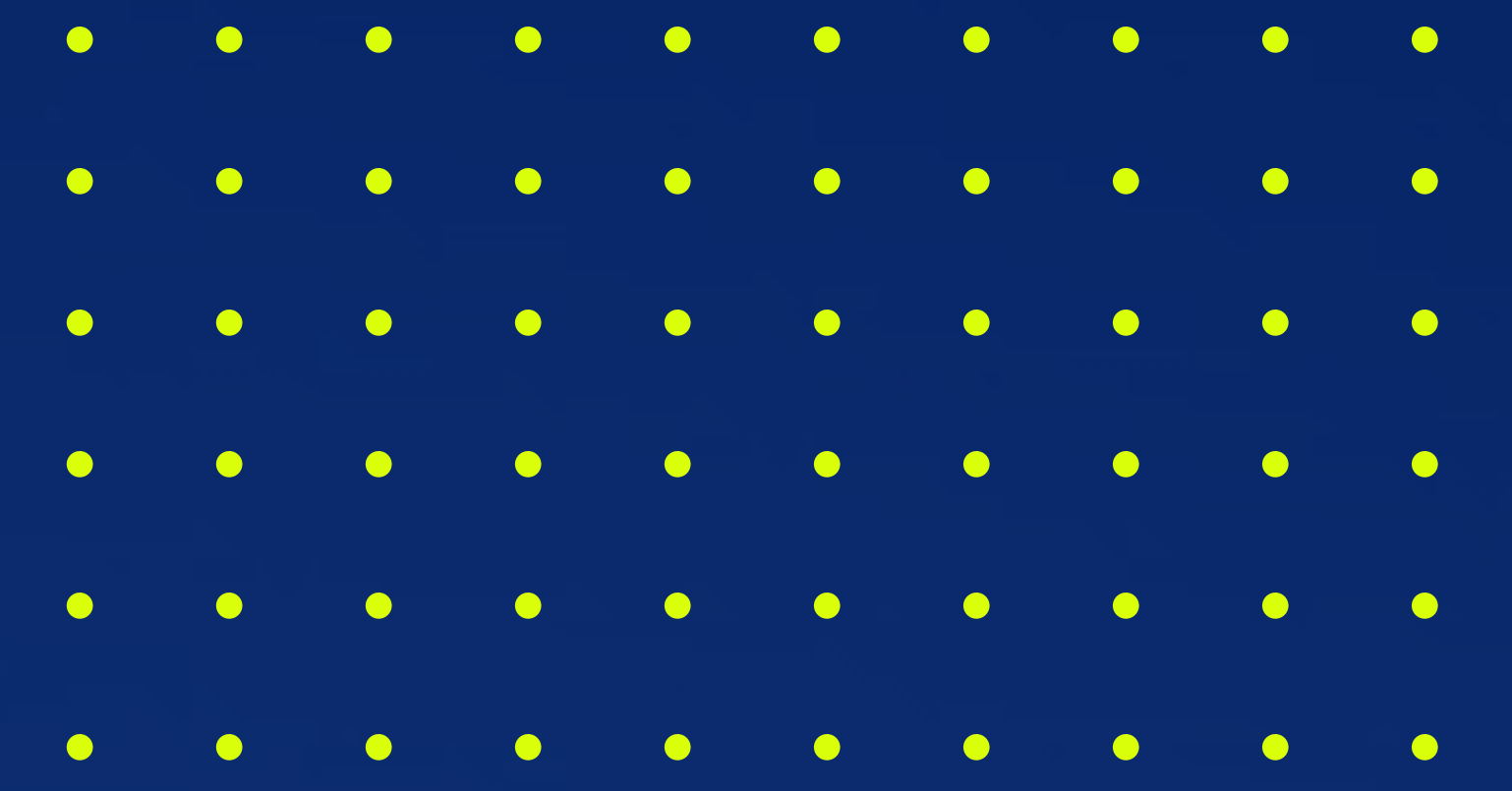




Roxbury Community College

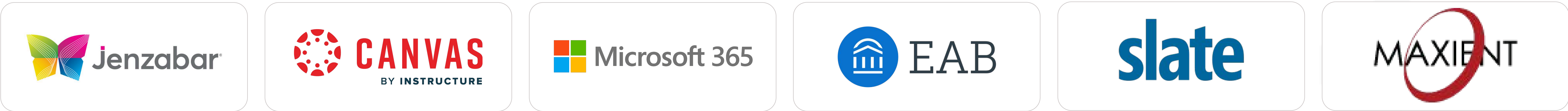
One Identity Across Campus:
How Roxbury Community College
Secured 28+ Applications and
Automated Identity Lifecycle with
QuickLaunch

ABOUT ROXBURY COMMUNITY COLLEGE

Location: Boston, Massachusetts

Roxbury Community College (RCC) is a public community college in the Roxbury neighborhood of Boston, which opened its doors in 1973. RCC serves approximately **2,000 students** through associate degrees, certificates, and workforce training, with day, evening, weekend, online, and hybrid courses.

Core Systems



28+ service providers integrated with QuickLaunch SSO

CHALLENGES:

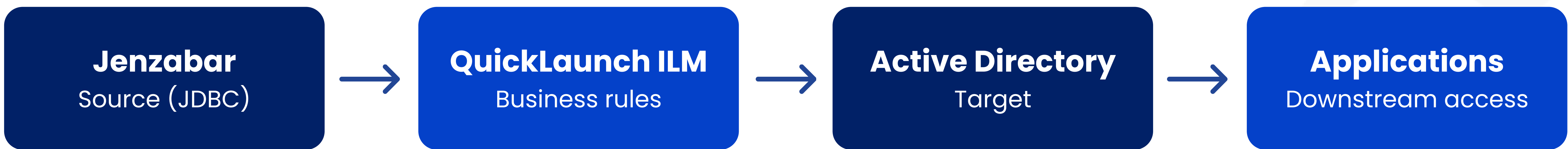
RCC needed one secure, streamlined way for students, faculty, and staff to access Jenzabar, Canvas, Microsoft 365, EAB Navigate, Slate, Maxient, and the rest of its application portfolio. Account activation and password requests spiked at the start of each term, and creating, updating, and removing accounts from Jenzabar into Active Directory needed to happen automatically, so that each person's access matched their current role as a student or employee.

SOLUTIONS:

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

QuickLaunch now:

- Delivers Single Sign-On across 28+ service providers, including Jenzabar, Canvas, Microsoft 365, EAB Navigate, Slate, and Maxient.
- Averages 1,800+ self-service password resets and 500+ account activations per month during peak periods.
- Automates Joiner/Mover/Leaver lifecycle from Jenzabar to Active Directory for both students and employees.
- Connects to Jenzabar through JDBC database integration, applying transformation business rules to each account to regulate downstream application access.
- Protects access to college systems with Multi-Factor Authentication.



FTE: ~1,100
Industry: Higher Education

OUTCOMES:

- One secure login to 28+ applications across academic, advising, admissions, and student conduct systems.
- 1,800+ password resets and 500+ account activations per month at peak, handled through self-service.
- Automated Joiner/Mover/Leaver provisioning from Jenzabar to Active Directory for students and employees.
- Rules-based access, with downstream permissions set automatically as accounts are created and updated.
- Stronger protection for institutional data with MFA.

CUSTOMER VALUE:

- ✓ Students and staff use one set of credentials from Canvas to EAB Navigate.
- ✓ Peak-term demand is absorbed by self-service instead of the help desk.
- ✓ Accounts are created, updated, and disabled automatically as people join, change roles, or leave.
- ✓ Consistent business rules reduce manual errors and access left behind after departures.

FUTURE SCOPE:

- Modernize and automate integrations with Jenzabar Finance.
- Integrate Ramp and TeamPay to sync general ledger, invoicing, and payroll data.

