



CASE STUDY

SECURED GLOBAL USERS ACCESS TO SAAS APPLICATIONS

ORGANIZATION PROFILE

- Business Category: Global Shared Services Company
- Type of services: Finance & Accounting, HR, IT Operations, IT & Data Security, Project Management, Digital Solutions
- More than 500 employees
- Provides IT support to more than 60,000 customers around the world

BUSINESS NEEDS

- The company provides SaaS applications for its customers in the Asia Pacific, North America. Over the years the number of SaaS applications using by users is increasing, which resulted in the frequent password reset request due to inability to remember various credential. This has increased the workload for IT helpdesk
- With cybersecurity cases on the rise, the company has security concern on how they could re-verify the person logging in to the SaaS applications, especially when the users are accessing outside of their office environment. The company thought of issuing hardware token as the second factor of authentication. However, the logistic and cost of distributing it to 14,000 worldwide customers have caused some challenges.

The company need a solution that provides secure and seamless access to multiple SaaS applications for its customers in various countries.

SOLUTIONS



i-Sprint's AccessMatrix Universal Access Management (UAM) solution is selected to support the company's security and user experience needs.

UAM is a comprehensive web single sign-on (SSO), web access management, federated single sign-on (SSO), and social network login, externalized authorization management, and hierarchy-based delegated administration system. Leveraging the AccessMatrix™ technology, UAM fulfils the most rigorous form of application security by providing secure Administration, Authentication, Authorization, and Audit services (4As) to business applications within an organization.

HOW IT WORKS

- i-Sprint helped the company to ease the login process with Federated SSO, which centralized the login to use i-Sprint as Identity Provider with the company's Active Directory (AD) as a user repository.
- With Federated SSO, all internal users will auto-login to applications after they logged in to their Windows. This allows users to have a seamless experience with the need to only log in to Windows once.
- For users accessing the applications outside of their office environments, an extra security layer, two-factor authentication, is added whenever they need to log in an application. It helps the company to decrease the risk of unauthorized access by reducing the possibility that an attacker can impersonate a user to gain access to the resource.
- Two-factor login deployed comprise AD ID and password as a first authentication factor and using a Mobile Authenticator Studio token as a second authentication factor. The Mobile token is quick to install in both IOS and Android smart mobile phone by a user anytime and anywhere in the world. An SMS one-time password (OTP) is also available as the second authentication factor.

BUSINESS IMPACT

- The implementation of Federated SSO has reduced the amount of IT helpdesk request which improve the productivity of the users (minimize time spent in resetting of password).
- Improved the password management needs for various applications as the system manages it – reduce the risk of users using the same (weak) password for all applications.
- The deployment of the mobile token/ SMS OTP as the second-factor authentication has helped The Company to resolve the cost and time involved to distribute a physical token to their users in different countries.

Further details about i-Sprint's products are available at www.i-sprint.com.

To reach us, please email us at enquiry@i-sprint.com.

©2000-20 i-Sprint Innovations Pte Ltd. All rights reserved.

A Hierarchy Model is a patent of i-Sprint Innovations Pte Ltd. i-Sprint, i-Sprint logo, AccessMatrix and AccessMatrix logo are registered trademarks of i-Sprint Innovations Pte Ltd. All other trademarks and registered trademarks are property of their respective owners. i-Sprint reserves the right to make changes to the specifications or other product information at any time and without prior notice.