

Sybase Enhances Security and Increases Productivity

CASE STUDY

Challenge: Explosive growth and many new applications resulted in employees creating simple passwords and having trouble remembering them all.

Solution: Bravura Security Pass was the only solution to support all of Sybase's systems, applications and other and governance.

Outcome: Substantial help desk call reduction, enhanced security, increased productivity and user satisfaction made Password Manager implementation a success.

INDUSTRY

Technology

REGION

North America

PRODUCT

Bravura Security Pass

Sybase is the industry leader in business intelligence software including expert systems for database management, data warehousing and data mining. Sybase has a rich 25-year history as a technology leader. Sybase has created technology that enables the Unwired Enterprise by delivering enterprise and mobile infrastructure, development and integration software solutions. The world's most critical data in commerce, finance, government, healthcare and defense runs on Sybase.

The Challenge

Managing employee passwords had become a significant problem for Sybase, with rising support costs, compromised security and lost productivity. Sybase was a growing company with more than 7,000 employees in 79 locations worldwide. With a growing IT infrastructure, employees had to remember many passwords, each for a different system or application. Employee response to the password explosion was to avoid password changes. When employees also often forgot their own passwords to the many applications, it created a high help desk call volume.

At the same time, employees were responding to password complexity by choosing simple passwords, by writing down their passwords and by avoiding password changes. This compromised corporate security.

IT management at Sybase was tasked with lowering IT support costs. An analysis of help desk call volumes showed that password resets consumed the largest portion of help desk staff time. To address these problems, Sybase had to find a password management solution that would integrate with its many existing systems and applications.

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Ed MacDonald, IT Project Manager
Global Infrastructure, Sybase, Inc.

"Tackling this issue immediately would reduce our risk in the future and allow our helpdesk to refocus their attention on strategic initiatives, rather than routine break/fix work."

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Bravura Security at a Glance

Bravura Security is the only industry leader delivering identity and privileged access management across a single platform to ease implementation as your IAM and PAM roadmaps evolve.

The Solution

After extensive evaluation of available password management products, Sybase selected Bravura Security Pass from Bravura Security. Bravura Security Pass was the only solution to support all of Sybase's systems, applications and other infrastructure with tokens, help desk automation and e-mail.

"We were able to control the cost of this project because we found a solution that would not require us to completely re-engineer authentication on our network," says MacDonald. "Bravura Security Pass offered the most features and value for our money compared to other products."

Bravura Security Pass is a total password management solution, automating web- and telephone-based management of passwords and tokens for both internal users and external customers.

Password Manager synchronizes user passwords across all systems at Sybase. It enforces an enterprise-wide password strength policy and allows authenticated users to reset their own forgotten passwords. The solution enables support staff to reset caller passwords without needing their own administrative account.

Transparent password synchronization was key to the success of Bravura Security Pass at Sybase. Over sixty per cent of Sybase's employees have never seen the Bravura Security Pass user interface, but nonetheless use it regularly.

Self-service password reset allowed Sybase users who had forgotten their passwords to authenticate to Bravura Security Pass using a hardware token or by answering personal questions, avoiding a help desk call.

In addition to reducing help desk call volume, Bravura Security Pass reduced call resolution time. Bravura Security Pass empowered support staff to authenticate a caller, reset multiple passwords and trigger a closed help desk ticket, all in about one minute.

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The Outcome

A substantial reduction in calls to the help desk, enhanced security, increased productivity and user satisfaction made the implementation a success.

"We have been able to recognize a return on investment in less than one year," stated MacDonald. "Sybase saves approximately \$150 thousand a year with Bravura Security Pass."

Almost immediately following the Bravura Security Pass installation, Sybase realized an eighty-five per cent reduction in password reset calls to the helpdesk. Of the fifteen per cent remaining, fifty-three per cent involved password resets on systems not yet integrated with Bravura Security Pass.

The time it took for a support analyst to reset a password was also substantially reduced, from ten to twenty minutes, depending on the call, to about one minute. Such a significant time savings enabled support analysts to work on other tasks and better meet service level agreements.

Since deploying Bravura Security Pass, Sybase's security has been tremendously enhanced.

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