Bravura Security

University Empowers Students And Increases Security

Challenge: The university needed to make password management manageable to students and staff.

Solution: The university chose Bravura Security Pass to provide quicker and more secure access.

Outcome: Streamlined password management empowers students, reduced help desk call volume, improved security and lowered IT support costs.

INDUSTRY
Higher Education

REGION
North America

PRODUCT
Bravura Security Pass

Due to our customer's policy, Bravura Security is unable to disclose the university's name. The university, a state supported, four-year university located in the midwestern United States, is dedicated to providing its students, faculty and staff with the technology resources they need to be successful. Like other post secondary institutions, the university needed a simple way for students and staff to change or reset passwords themselves and strengthen strong password policies across all applications and systems.

The Challenge

The beginning of each semester was a time that the university help desk staff dreaded. Over the semester break students and staff had forgotten their passwords. The help desk was inundated both by calls and the workload of creating thousands of accounts for new students. The university faced pressure to reduce call volume to the campus help desk and decrease problem resolution time.

"Our students and staff depend on our IT infrastructure so it's important that we keep them up and running at all times," says Director. "The backlog of issues at the start of each semester created huge problems. After analyzing our metrics, we realized that the most cost effective way for us to decrease call volume was to implement an automated password management solution."

The university faced another critical challenge—to enhance the overall strength of the university's security systems. Frustrated by notoriously long delays to resolve password problems and gain access to systems, students and staff resorted to choosing trivial passwords that were easy to remember. That inherently meant passwords were also easy to crack and increased security risk for the university.

They needed a password management solution. They needed a solution that would reduce the total number of passwords that students had to remember plus provide them with the ability to solve their own

password reset problems without calling the help desk.

The Solution

"We wanted a password management solution that we could depend on to provide fast and reliable password reset and synchronization across all of our systems," says Director.

They chose Bravura Security Pass to solve its challenges.

"Our help desk now receives a manageable number of incoming calls. The beginning of each semester is no longer intimidating to our support staff. Their satisfaction levels have considerably increased since we rolled out Bravura Security Pass."

Director of Information Services

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

Bravura Security Pass, a scalable solution that is both intuitive and easy to use, includes powerful password synchronization, self-service and assisted password reset.

When students or staff change their password, Bravura Security Pass automatically updates the password on every other system where they have a login ID. This allows users to remember and regularly change one strong password, rather than an assortment of static and easily guessed passwords. The net result: fewer password problems.

"The beginning of each semester is no longer intimidating to our support staff." says Director. "Our help desk now receives a manageable number of incoming calls. Everyone's satisfaction levels have considerably increased since we rolled out Bravura Security Pass."

Users who forget their passwords are able to authenticate themselves by answering personal questions or using a hardware token and can then reset their own passwords-all without calling the help desk.

Remaining password-related help desk calls are resolved using a Bravura Security Pass help desk interface, which reduces problem resolution time to about one minute.

Upon initial registration, new students are introduced to Bravura Security Pass and directed to the university's web site. There they are instructed on how to use Bravura Security Pass to register personal profile data which can be used for subsequent authentication.

The Outcome

The univeristy has recognized significant benefits since deploying Bravura Security Pass, including a substantial reduction in calls to the help desk, enhanced security and increased student, faculty and staff satisfaction.

"Bravura Security Pass is fast, reliable and extremely easy to use," says Director. "The response from our users has been extremely positive." Network security has improved through use of stronger passwords and implementation of reliable processes to authenticate users who forget their password.

Password Manager helped users more effectively manage their credentials. Federated single sign-on, reduced the frequency of login prompts. Synchronized passwords meant users had fewer to remember. Prompting users to change passwords at reasonable times -- at the start of the school day rather than before going home, for example increased participation. Enforcing a strong password policy strengthened security all around. Password Manager reduced the login burden on users with fewer passwords and fewer prompts while improving security and lowering IT support costs.

"The implementation was streamlined and the self-contained approach was remarkable," said Director.

"We consider Bravura Security Pass to be the best technology in the market and we have had a very positive experience working with Bravura Security. It is very clear that Bravura Security takes pride in their solutions and in the service that they provide."

Director of Information Services