Bravura Security, Inc.

Museum Reduces IT Support Costs And Improves Security

Challenge: The museum needed to reduce support calls and synchronize passwords to decrease costs and strengthen security.

Solution: The museum chose Bravura Security Pass to withstand PCI audits and reduce security risks.

Outcome: Meets strict PCI standards as it manages payment processing which directly supports scientific and educational endeavors.

INDUSTRY
Higher Education

REGION
North America

PRODUCT
Bravura Security Pass

The American Museum of Natural History (AMNH), located on the Upper West Side of Manhattan in New York City, is one of the largest museums in the world. Since its founding over 150 years ago, AMNH has been a leading scientific and cultural institution. The Museum is renowned for its exhibitions and scientific collections, which serve as a field guide to the entire planet and present a panorama of the world's cultures. Through a wide-ranging program of scientific research, education and exhibition, AMNH aims to to discover, interpret and disseminate information about human cultures, the natural world and the universe

The Challenge

For any business who processes credit card payments such as admission fees or retail purchases, it is mandated that they manage the security of credit card information by adhering to a set of guidelines set forth by the Payment Card Industry (PCI) Standards Council. The PCI Data Security Standard is much stricter than most. One of the major inconvenient password provisions is that passwords

must be changed at least every ninety days, not once or twice a year like other organizations.

As AMNH proactively pursued a solution to enable PCI compliance and governance, it uncovered it naturally needed a reputable and flexible password management solution that would withstand any potential PCI audit.

Beyond ensuring PCI compliance, AMNH also needed to improve the digital experience and reduce security risks. It needed to reduce the volume of support calls the IT team managed, synchronize user changes between Microsoft Active and LDAP Directories, and enforce strong passwords to decrease IT support costs and strengthen overall security.

The Solution

Bravura Security Pass was the solution of choice for AMNH. Password Manager provided an identity management solution with a wide range of functionality including support for both Microsoft Active Directory (MS AD) and OpenLDAP Directory. Password Manager enabled

synchronization between MS AD and OpenLDAP Directory via a convenient web interface.

It provided transparent synchronization of change on Windows Desktop. The self-service password reset plus email prompts when it was time to change passwords not only improved user experience but also improved security strength.

With a sizable customer base, it was reassuring for AMNH that Bravura Security had a proven reputation for a robust, reliable and in-depth knowledge in Password Management.

> "Bravura Security Pass met all our objectives and has ensured significant ROI"
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> Samuel Tran, American Museum of Natural History

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 Bravura Security Customer Success Team designed an appropriate plan to deploy Bravura Security Pass which assisted in successfully rolling out the solution over the course of five months.

Deployment	Time
Pilot Test	2 months
Call Center Training	2 weeks
Implementation in Product	1 week
Development of User Docs	1 week
Production Rollout	1 day
Instruction for Users	2 months

The Outcome

Bravura Security Pass is an integrated solution for managing credentials across multiple systems and applications. It simplifies the management of passwords, tokens, smart cards, security questions, certificates and biometrics. Password Manager lowers IT support cost and improves the security of login processes.

While reviewing pre- and post-deployment environments, AMNH found a notable reduction in incident

costs, significant decrease in the number of orphaned accounts and a considerable decline in support call volume. For AMNH, Password Manager enabled the organization to manage payment processing that directly supports scientific and educational endeavors while complying with strict PCI standards today and in the future.