

TDG Logistics Removes Password Issues



INTRODUCTION

TDG is one of Europe's leading supply chain companies providing supply chain re-engineering, freight forwarding and management and third party logistics services for customers in the general market as well as specialist industries such as chemicals, construction and paper and packaging. It has 1,400 staff in the UK across 85 offices who regularly access IT systems. Users rely on a number of applications in order to manage customer supply chains, as well as accessing company support systems such as finance and expenses.

THE BUSINESS CHALLENGE

Peter Ratcliffe, IT customer services manager at TDG, is responsible for the provision of IT services to the company's staff. He also manages TDG's helpdesk service, which is outsourced to a services company.

As part of the company's overall IT budgeting, Ratcliffe was charged with reducing the amount of money spent on helpdesk calls. He decided to examine what the problems facing employees were, and how these issues could be removed or reduced. "Looking at the reports we had, password reset requests were the biggest reason why our employees had to contact the helpdesk. Overall, about 400 calls per month were solely on this issue," said Ratcliffe.

Ratcliffe found that the number of passwords that users had to remember had increased considerably over time. The company had also brought a security policy into place enforcing strong passwords for all applications. "Keeping our systems secure is obviously a key concern for the IT team, but it was leading to a large number of forgotten passwords. This was frustrating to users, as they would end up locked out of their applications," said Ratcliffe. "An example of this is the finance and expenses systems that we use: because most of our staff would only access these applications infrequently, passwords would often be forgotten, and a call to the helpdesk would be placed."

Following this, Ratcliffe looked at possible solutions to managing user access that would solve this problem, while also ensuring that users would not be tempted into writing their passwords down. The approach that best suited his requirements was single sign-on (SSO). SSO involves linking all access rights to one strong network login, which would then automatically grant access to all the applications the user was authorised to access. However, TDG had previously looked at SSO solutions and found that they would be difficult to implement, as well as expensive.

THE IMPRIVATA ONESIGN SOLUTION

Ratcliffe mentioned his issues to Logicalis, an Imprivata partner and provider of integrated security solutions. Logicalis recommended Imprivata OneSign®, an identity and access management appliance that can deliver SSO easily, quickly and affordably. "The Imprivata system seemed to be exactly what we were looking for. In the past, SSO solutions have always been beyond our reach due to the cost of implementation, not to mention the fact that we use AS/400 systems, which previous experience has told us we could not enable for SSO," said Ratcliffe. "However, when we brought the Imprivata OneSign appliance in for a demo, we could see the benefits that SSO could provide for us, and it covered all of the applications that we have in place."



COMPANY

- 1,400 employees
- 85 offices

INDUSTRY

- Transportation

APPLICATIONS

- AS/400

CHALLENGES

- Forgotten passwords
- Frequent application lock-outs
- Overburdened helpdesk

RESULTS

- Seamless application access
- Simplified password management
- Helpdesk cost savings of £8,000 per month

BEFORE IMPRIVATA ONESIGN	AFTER IMPRIVATA ONESIGN
The quantity and complexity of passwords caused employees to forget or write down passwords	1400 users have seamless access to applications through single sign-on
Users were frequently locked out of applications	Self-service password management simplifies password resets for users and IT
Password reset requests were the primary cause of helpdesk calls, resulting in 400 calls per month	Helpdesk request calls have plummeted, and cost savings are around £8,000 per month

The company implemented Imprivata OneSign in a three stage process. The first stage, in January 2008, covered the top 20 sites at TDG as ranked by volume of password reset request calls. This was followed, during February, by rollouts of Imprivata OneSign to the majority of the remaining nominated UK sites at a rate of ten sites per day, with the remainder of staff being enrolled into the Imprivata system in March 2008. "The overall project was very quick. We were initially very cautious, but following our experience in rolling out Imprivata OneSign to the top 20 sites, we were pleasantly surprised at how easy it was," said Ratcliffe.

THE RESULTS

All 1,400 IT systems users have been successfully enrolled at TDG Logistics. Ratcliffe has already seen a significant drop in helpdesk request calls, and expects this to save TDG up to £8,000 per month moving forward. "Imprivata OneSign has made password management far simpler for us as an organisation, and most users now don't even know their login details. The application was very easy to set-up, and the ongoing management of the system is minimal. According to the helpdesk reports, we have already seen password reset requests drop to zero on a range of applications," explained Ratcliffe. "We have also implemented the self-service password reset request feature, which means users can automatically reset their passwords if they need to. The vast majority of users love how easy Imprivata OneSign SSO makes things for them."

"Imprivata OneSign was able to deliver single sign-on across all of our applications... as well as causing a significant reduction in our helpdesk costs. The appliance-based approach made it easy to install, and we have already seen the volume of password reset requests drop considerably. Users love it, and IT does too."

*– Peter Ratcliffe
IT Customer
Services Manager
TDG Logistics*