



WEST LIBERTY FOODS

Imprivata OneSign® Enables Leading Food Processor to Deliver Highest Levels of Security, Productivity, and User Satisfaction

THE BUSINESS CHALLENGE

Founded in 1996, West Liberty Foods (WLF) was started when forty-seven Iowa turkey farmers formed a cooperative and purchased a meat and poultry processing plant in West Liberty from Oscar Mayer, a division of Phillip Morris. Today, West Liberty Foods supplies some of the nation's largest chains with sliced meats, including SUBWAY® and Wal-Mart Stores™. The company employs around 1,800 people, and slices 3.9 million pounds of turkey, pork, chicken and beef per week in its four Iowa and Utah based facilities.



Before OneSign

- Needed to enforce more secure and complicated password policies without burdening users.
- Users struggled to remember the multiple IDs and passwords needed to access more than 30 applications. Especially problematic was the ERP system, which required users to re-authenticate several times after they were logged in.
- Password issues led to less-than-optimal security audit results.

After OneSign

- Single authentication logon via OneSign eliminates need to remember multiple passwords, while enabling greater security.
- With OneSign, users no longer need to remember user names and passwords to access all the applications needed to do their jobs. The biggest productivity gains resulted from eliminating the need to constantly re-authenticate while in the ERP system.
- OneSign SSO eases the audit process, enabling the IT group to easily generate reports on users or activities in question.

Though WLF is not bound by any government regulations, the company is committed to ensuring the highest levels of security to maintain its valuable brand equity. As such, it hires an independent firm to conduct random security audits.

“When the auditors reported a password problem, we were not surprised. We knew we needed to address our password issues in order to increase security,” says Michael Lewis, Systems Administrator, West Liberty Foods. WLF had every intention of enforcing stricter and more complicated password policies. While IT knew that they needed a way to force regular password changes, eliminate password sharing and ensure that passwords would not be written down, they also knew that users would struggle with very strict password policies.

With that in mind, the company knew it needed to find a way to help its users manage their passwords.

“We already gain tremendous value from OneSign SSO in terms of increased security and productivity. We plan to continue our efforts by taking advantage of support for strong authentication, such as finger biometrics and tokens, as well as for roaming sessions and fast user switching.”

Michael Lewis
Systems Administrator
West Liberty Foods



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WLF's employees were burdened trying to remember numerous passwords to access data in a mix of web, client/server, and legacy applications, including one for enterprise resource planning (ERP); enterprise asset management for purchasing; Cyberquery for reports; and a Web-based application to record time and attendance. Accessing the company's ERP system running on Linux proved especially problematic.

Users had to type in a user ID and password to access the Linux server via a Terminal Emulator. To access various company databases, they then had to enter separate user IDs and passwords and log out when they finished. This process had to be repeated each time a user needed access to information in the ERP system. User frustration could lead to the writing down and sharing of passwords.

THE IMPRIVATA ONESIGN SOLUTION

To achieve their goal of improving user convenience and productivity while increasing security, Lewis and his team began evaluating single sign-on (SSO) solutions. As a private company with a small IT team; WLF wanted an affordable solution that was easy to use and maintain, and would not change the user's workflow.

Lewis and the team knew that Imprivata OneSign Single Sign-On was the right fit as soon as they saw the Application Profile Generator (APG). "We simply dragged the APG over an application and it automatically 'learned' the screen, it was something we had never seen before. The APG feature made it extremely easy to SSO-enable an application," explains Lewis.

WLF also liked the fact that the appliance could be easily added to a network, and required no middleware to connect to the company's applications. "Once you set up OneSign, you can forget it," continues Lewis.

Lewis and his team embarked on a phased deployment approach, first SSO-enabling the five most frequently accessed applications – including the ERP system – for 50 users. Since then, the team has SSO-enabled nearly 30 applications for 400 users.

A number of factors contributed to a smooth deployment. Lewis sent an email that set users' expectations and explained the benefits of SSO. He also provided them with an Imprivata OneSign pamphlet. "We really didn't need to train our users. They quickly grasped the user interface," says Lewis.

By the **NUMBERS:**

30 applications SSO-enabled

1 week to SSO-enable 400 users for access to core applications

THE RESULTS

Both WLF's IT group and its users are pleased with the OneSign solution. The IT group can enforce stricter password policies, while users can more easily access information needed to do their jobs. Fast and easy access eliminates user frustration. "For the most part, users aren't even aware of OneSign. All they know is that they no longer need to remember passwords when logging into applications," continues Lewis.

OneSign SSO also eases the annual audit process, providing a comprehensive audit trail. "Our IT group can easily generate reports on users or activities in question. This helps us to protect our data and the West Liberty Foods Brand. We expect positive results from our next independent security audit," says Lewis.

