



AAA NATIONAL

Imprivata OneSign® Enables AAA to Rescue its Users from Burdensome Password Requirements while Ensuring the Safety of its Data

THE BUSINESS CHALLENGE

When people hear the name AAA, they likely think of maps and emergency road service, two of the cornerstones of the organization. But these days AAA is known for much more – assisting people in many facets of their lives, including travel and lodging; auto purchasing, leasing, renting, and repair; financial services such as loans and credit cards; and insurance needs.

Established in 1902 by nine motor clubs with fewer than 1,500 members, the organization now has 51 million members in the United States and Canada. AAA offers personal service through its network of more than 38,000 full-time employees. While the national AAA office located in Florida employs 800 employees each of the 58 regional AAA organizations throughout North America employ anywhere from a handful to thousands of employees.



Before OneSign

- Users struggled to remember numerous lengthy passwords, often forgetting them and forcing user lock-out.
- Lost or forgotten passwords increased costs and reduced productivity.
- Asking users to remember too many complex passwords introduced the risk that they would write them down in insecure places.

After OneSign

- OneSign [SSO](#) provides users with seamless access to enterprise applications through a single authentication logon.
- Single authentication logon via OneSign SSO makes it easy to access applications without multiple passwords – reducing password reset calls and user lock-out.
- Eliminating the need to remember multiple passwords greatly reduces the security risk that users will write down their passwords.

While security measures at the AAA National office allow its Technology Consulting group to sleep better at night knowing that their corporate data is protected, these measures can also hinder productivity and even increase costs. To access the range of applications that power the AAA National office, employees had to create and remember multiple complex passwords that changed periodically. After logging into the network, they had to then log into each needed application. Unfortunately, the number and complexity of passwords can lead to forgotten passwords and calls to the helpdesk. AAA's VP and CIO, Satish Mahajan, wanted a cost-effective way to make it easier for employees to access the applications required to do their jobs, while reducing helpdesk ticket volume – without compromising security.

THE IMPRIVATA ONESIGN SOLUTION

Eric Kloss – the Manager of Technology Consulting for the AAA National office – responded to Mahajan’s request by investigating single sign-on products. Kloss set out to find a cost-effective solution that would offer his users the convenience they needed, without being a burden on IT. After researching offerings from several vendors, AAA chose Imprivata. “Imprivata OneSign Single Sign-On (SSO) includes all the key features we sought,” explains Kloss.

The OneSign SSO solution was easy to implement and manage, does not require changes to Active Directory in order to enable SSO, and can be managed easily at the server level through a web-based administration interface. “Many SSO solutions require changes to your existing Active Directory schema, so we were extremely pleased that such changes are not required with OneSign SSO. In addition, centralized management of the solution minimizes our IT administrative requirements, allowing us to focus on strategic initiatives,” says Kloss.

Kloss employed a phased rollout of Imprivata SSO, prioritizing by key applications and users. Within six months, the OneSign solution was rolled out to 700 users in the AAA National office. “We focused on first enabling the applications that were accessed by the most users. We will continue to enable other applications on an as-needed basis,” says Kloss.

Today users authenticate one time to the network, and OneSign handles the log-ins to all the applications that they are authorized to access. They no longer need to remember passwords for every application - and they don’t have to worry about passwords changing. The credentials and policies are all securely managed by OneSign.

THE RESULTS

Because OneSign SSO eliminates the need to remember multiple complex passwords – and supports finger biometrics – it enabled the security and ease-of-use that AAA sought. “Now 700 employees in the national office can seamlessly and conveniently access critical applications such as ADP eTime, PeopleSoft Purchasing, HR Direct Self-Service, and AICWEB. That means higher productivity and lower helpdesk volume. I know our users are satisfied with the solution – if they weren’t, I would hear about it,” continues Kloss.

As an appliance-based solution, OneSign SSO is cost-effective. The appliance’s plug-and-play nature ensures fast and easy implementation, without any modifications to directories or applications. It also has lower maintenance and administrative requirements compared to other solutions. AAA National can automate redundant tasks and easily monitor access. In fact, policies can be set to flag administrators of abnormal sign-on behavior, ensuring that the organization is instantly aware of any issues requiring investigation.

“Now 700 employees in the national office can seamlessly and conveniently access critical applications such as ADP eTime, PeopleSoft Purchasing, HR Direct Self-Service, and AICWEB. That means higher productivity and lower help-desk volume. I know our users are satisfied with the solution – if they weren’t, I would hear about it.”

– Eric Kloss,
Manager of Technology Consulting
AAA National



Offices In:
Belgium • Germany
Italy • Singapore
UK • USA

1 877 ONESIGN
1 781 674 2700
www.imprivata.com

Copyright © 2008 Imprivata, Inc.
All rights reserved.
Imprivata and OneSign are registered trademarks of Imprivata, Inc. in the U.S. and other countries. The Application Profile Generator and OneSign Agent are trademarks of Imprivata, Inc. All other trademarks are the property of their respective owners.