

AAA Rescues Users from Passwords and Ensures Data Safety



INTRODUCTION

When people hear the name AAA, they likely think of maps and emergency road services, two of the cornerstones of the organization. However, 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 services 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.

THE BUSINESS CHALLENGE

While security measures at the AAA National office enable its Technology Consulting group to protect corporate data, these measures can also hinder productivity and increase costs. To access the range of applications that power the AAA National office, employees were creating and remembering multiple complex passwords which changed periodically. After logging into the network, they then 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 simplify employees' access to applications 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 several vendors, AAA chose Imprivata. "Imprivata OneSign Single Sign-On (SSO) includes all the key features we sought," explains Kloss.

The OneSign SSO solution is 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.



COMPANY

- Established 1902
- 51 million members
- More than 38,000 full-time employees

INDUSTRY

- Consumer Services

APPLICATIONS

- ADP eTime, PeopleSoft Purchasing, HR Direct Self-Service, and AICWEB

CHALLENGES

- Too many passwords
- Helpdesk inundated with calls
- User productivity losses

RESULTS

- Seamless access to applications
- Fewer helpdesk calls
- Improved security

BEFORE IMPRIVATA ONESIGN	AFTER IMPRIVATA ONESIGN
Users were burdened with numerous lengthy passwords	Users have seamless access to all enterprise applications with single sign-on
Forgotten passwords caused application lock-outs and frequent helpdesk calls, which hindered productivity	Users authenticate once, with one password, drastically reducing helpdesk calls and instances of application lock-out
Users wrote down passwords to alleviate nuisance which compromised security	All access credentials are managed by Imprivata OneSign, increasing security

Today, users authenticate only once to the network while Imprivata OneSign handles the log-ins to all their authorized applications. 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 Imprivata 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, Imprivata 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.

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Manager
Technology Consulting
AAA National*

