



TDG LOGISTICS

Removes Password Management Issues with Imprivata OneSign®

THE BUSINESS CHALLENGE

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.

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 was the biggest reason why our employees had to contact the helpdesk. Overall, about 400 calls per month were solely on this issue," said Ratcliffe.



Before OneSign

- Employees had strict password policy to follow around applications, leading to log-ins being forgotten or written down
- Outsourced help-desk costs had to be reduced
- AS/400-based applications to support
- Previous discussion of SSO put off by complexity and cost of implementation

After OneSign

- 1,400 staff supported with single sign-on
- Wide variety of applications enrolled, including those hosted on AS/400
- Aim to reduce number of help-desk calls by up to 400 per month - around 25 percent of all calls
- Helpdesk costs reduced by up to £8,000 per month
- Organisation able to track all application access for reporting and audit

Ratcliffe found that the number of passwords that users had to remember had increased considerably over the past few years. 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."

“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



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SS-TDGL-Ver1-0408

Following this, Ratcliffe looked at possible routes 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, or SSO. This involves linking all access rights to one strong network log-in, 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 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.”

The company implemented 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 OneSign to 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 OneSign to the top 20 sites, we were pleasantly surprised at how easy it was,” said Ratcliffe.

By the **NUMBERS:**

Up to 400 fewer calls to the helpdesk per month
Up to £8,000 per month in cost savings, aim to save over £60,000 per year
Less than 4 months to complete implementation, across 135 sites in UK

THE RESULTS

All 1,400 IT systems users have been successfully enrolled. Ratcliffe has already seen a significant drop in helpdesk request calls, and expects this to save TDG Logistics up to £8,000 per month going forward. “OneSign has made password management far simpler for us as an organisation, and most users now don’t even know their log-in 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.”

