

TIP SHEET

# 11 tried and true tips for implementing single sign-on at the modern enterprise



Are you done waiting for the promise of efficiency and security? So are your employees. And your customers. With the costs associated with security breaches far outweighing the cost of a solution, you can't afford to keep waiting.

But with tight budgets that are only getting tighter, resource constraints, and the prospect of an enterprise-wide deployment, the idea of implementing single sign-on (SSO) and strong authentication can feel daunting.

That's why we've put together these 11 tips to set you up for success.



## If you're still in the planning phase...

### **1. Consider how the solution will fit into your long-term identity and access management (IAM) strategy.**

Know your short-term goals? Great. That's the immediate need. Maybe it's reducing help desk calls or streamlining and improving user experience. Both are worthy causes that SSO can help with! But you should think about how this piece of technology will fit into your existing stack, and how you can continue to leverage it as your IAM strategy matures.

### **2. Understand how the solution will integrate with technologies from other vendors.**

If integrations are an important part of your project, make sure you bring it up early with all those involved – vendors can, and will, work together!

### **3. Know exactly what is required to profile applications.**

Have niche applications? Older, legacy applications? You probably do. Make sure that your chosen vendor can demonstrate that their solution can actually fit your needs – as much as possible – when it comes to the applications you'll need to profile for SSO access.

### **4. Think like a user.**

Before you deploy, put yourself in your users' shoes and do everything you can to try to break the system. Then test, test, and test. You only have one chance for a good first impression.

### **5. Be aware of your authentication modalities – even if you only need one right now.**

Know what your authentication options are. Even if you've already decided on the method you know is right for you and your end users today, make sure that you'll have options should things change (and they probably will!).

### **6. Have a clear understanding of whether you'll need services, including what kind and for how long.**

Every organization has different needs and will require different levels of support. Make sure you go into your SSO project knowing what you'll need and what you'll expect from the vendor team. You may just need implementation services, or perhaps you'll need services that completely manage the solution.

## Once you've made your decision...

### **7. Engage your end users early in the process.**

And we do mean early. Perhaps even before you've actually purchased a solution. The intent is to show your users how much easier their processes will become so that they don't dread another technology go-live.

### **8. Enable your most-used applications first.**

By profiling applications based on frequency of use – rather than by who's asked most, or the loudest – will give you immediate return. Then, move on to the smaller applications until you've profiled everything.

### **9. Communicate, communicate, communicate.**

Communication is critical to the success of any technology rollout, including SSO. Don't spring new technology on your end users. Make sure to communicate early and often, and make sure you're clear about the benefits to them – yes, it actually does make their workflows easier!

### **10. Measure your progress and return on investment.**

Put measures in place before your implement – you'll be able to evaluate end user satisfaction and ROI more readily. And you'll be able to have tangible numbers to share with leadership, and it'll justify the spend if you need to expand later.

### **11. Stick to your rollout plan.**

Once your end users have the convenience of SSO (and once you have the security that comes with it!), you'll likely get asked to get every user enabled for every application. Excitement is good, for sure, but don't let it derail your deployment plan. Stick to your rollout plan and don't promise what you can't deliver.



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