



SECUREAUTH

# Case Study

## Cleveland Community College



### Overview

#### Industry

- + Education

#### Environment:

- + 4,000 Students Plus 500 Faculty
- + Microsoft Office 365™
- + Microsoft SharePoint®
- + Blackboard™

#### Challenges

- + Maximize Limited IT Resources
- + Eliminate Multiple Login Credentials
- + Reduce Help Desk Calls for Student Password Reset
- + Strengthen Security for Online Access for Faculty, Staff, and Students

#### Solution

- + SecureAuth IdP
  - Two-Factor Authentication
  - Single Sign-On (SSO)
- + Password Reset

#### Benefits

- + Combination of Two-Factor and SSO in One Solution
- + One Set of Credentials
- + Self-Service Password Reset
- + Significantly Reduces Help Desk Calls
- + Quick and Easy Deployment

### Cleveland Community College Streamlines Access to its Educational Portals with SecureAuth IdP

Cleveland Community College has been a pillar within the Cleveland County, North Carolina community for nearly 50 years. The public community college offers continuing education and accreditation credentials for its more than 4,000 students. Like most educational institutions, Cleveland Community College embraced technology to enhance not only learning in the classroom but also to efficiently register students, and give them access to grades and transcripts anywhere and anytime.

The community college also employs more than 500 faculty and staff who use multiple educational systems to communicate and monitor student progress. A modest team of five computer network specialists is charged with ensuring all technology is operational, provide assistance with special projects on campus and man the Help Desk for students having online access issues.

#### Business Challenges

“While integrating technology to improve faculty efficiency and student engagement we ended up with four different systems whose portal access each required different login credentials,” commented Kyle Harmon, Computer Network Specialist for Cleveland Community College. “During registration periods we would get several hundred student requests to reset passwords because they’d forgotten them since they last needed to access them.”

This scenario is common among educational institutions. Cleveland Community College uses Microsoft® Office 365™ and Microsoft SharePoint® as the platform to run Blackboard™ for its campus specific portal (including online classroom, registration, email and transcripts). The Help Desk and its limited team are only available Monday through Friday until 5 p.m. causing a large backlog of requests and frustrated users not only during the week but also through the weekend.

In December 2012, Harmon and his colleague, Chad Linder, spearheaded the effort to identify a solution that would maximize their limited IT resources and eliminate the need for multiple login credentials, while still providing a high level of online access security for faculty, staff and students.

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***“The SecureAuth development team provided expert recommendations and best practices that simplified the integration within our systems and considered the optimum usability for our end- user audience, which typically consists of non-techie, older students. We saw immediate benefits with the single-sign-on and usability features. Users can easily register themselves and no longer have to worry about remembering credentials for so many different systems.”***

— Kyle Harmon, Computer Network Specialist, Cleveland Community College

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## Case Study: Cleveland Community College

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### SecureAuth IdP Delivers

SecureAuth was able to integrate directly with Microsoft Active Directory so that existing usernames and credentials for Cleveland Community College could be used. Two-Factor authentication with Single Sign-On (SSO) was then deployed for the educational portals. This provided users one identity for accessing all of the college's systems and applications. Self-service password reset was enabled so that users could self-register and reset their access credentials using a phone number or alternate email address to authenticate their identities.

Cleveland Community College opted to deploy the new identity access management system in phases beginning with faculty and staff followed by the students. Developers worked closely with Harmon and Linder to customize the user interface and authentication policies specific to their user's needs and completed the design in a mere two weeks. Within less than three months, SecureAuth and the IT team at Cleveland Community College deployed the new identity access management system.

"The SecureAuth development team provided expert recommendations and best practices that simplified the integration within our systems and considered the optimum usability for our end-user audience, which typically consists of non-techie, older students," continued Harmon. "We saw immediate benefits with the Single Sign-On and usability features. Users can easily register themselves and no longer have to worry about remembering credentials for so many different systems."

Harmon and his colleagues experienced a dramatic decrease in Help Desk inquiries, which lead to a higher productivity rate and freed time to focus on more strategic technology initiatives for the campus.

### About SecureAuth Corporation

SecureAuth's identity and information security solutions deliver innovative access control for on-premise, cloud, mobile, web and VPN systems to millions of users worldwide. With adaptive and two-factor authentication alongside single sign-on in one solution, SecureAuth IdP's unique architecture enables organizations to leverage legacy infrastructures while also embracing next generation technologies. This preserves existing investments while also meeting today's security challenges. For the latest insights on secure access control, follow the SecureAuth Blog, follow @SecureAuth on Twitter, or visit [www.secureauth.com](http://www.secureauth.com)

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