

BRIGHT HORIZONS

SecureAuth IdP Case Study



Background

Bright Horizons, founded in 1986, is a child-care and education provider and is the largest provider of employer-sponsored child care. Bright Horizons operates more than 1200 child care centers worldwide, more than 800 across the U.S. and more than 300 in the UK Ireland and the Netherlands. The company also operates centers in Canada, India and Puerto Rico.

The Problem

Bright Horizons started looking into single sign-on (SSO) because their clients and employees were logging in and required to remember separate user ID's and passwords for multiple systems. "Not only was this inconvenient, it was actually costing us money because people would forget their passwords. They would call us to get help to reset the password, and if they didn't utilize our service because they couldn't log in, then we were not earning," explains Javed Ikbal, CISO at Bright Horizons.

"SecureAuth provided everything that we wanted. We got some things that we really didn't think of asking for, but it came with SecureAuth IdP and the value versus price was unmatched by other vendors,"

- Javed Ikbal, CISO, Bright Horizons

The Solution

Bright Horizons formed a team of stakeholders from internal application owners, architects, and information security representatives to evaluate various vendors. They had a small implementation of a competing SSO solution, so there was some familiarity and bias. They also enlisted the guidance of an analyst firm to help and initially there was some internal preferences for other products. "Once we actually got deeper into an analysis of features, benefits, and costs, SecureAuth pretty much beat-out everybody in terms of the cost and the features that we got," stated Javed Ikbal.

Implementation was easy once we got the SecureAuth services team connected to the right internal personnel and technical experts. Technically the solution was simple to deploy, but the project management and coordination of pilots with varying groups of users was the more difficult part.

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- Javed Ikbal, CISO, Bright Horizons

The Results

"Seamless", Javed says when asked to highlight a single thing for his experience with SecureAuth and the solution. "We have been using the product for 18 months now and SecureAuth has really removed bumps in the road for lots of our people." Javed continues with, "It is absolutely no overstatement to say that SecureAuth has gone above and beyond what we signed up for. I will refer SecureAuth without any hesitation."

"Having single sign-on and identity and access management under the same umbrella so I can turn off access with the push of a button, is absolutely a huge value to me," explains Javed.

Bright Horizons chose to deploy SecureAuth Operational Services which ensures a dedicated support resource for hours every day. "We have an invaluable partner in this operational support person, and I think this has been a major contributing factor to our success." States Javed. "It gives me a full-time person for the duration that I need. I am not paying for idle cycles, but I'm also getting someone who knows us intimately, month after month, instead of professional services where I might get lucky and get the person who worked on my project before," further explains Javed.

"We realized a positive return on investment in about three months. I know that sounds dramatic, but that's a tangible return and we look to continue to reap the rewards," discloses Javed. Bright Horizon's is evaluating SecureAuth's Visual Identity Suite to address issues around certifications and entitlement reviews as next project.

