



JUSTICE FEDERAL CREDIT UNION

Imprivata OneSign® Empowers Justice Federal Credit Union to Ensure Highest Levels of Security and Productivity

THE BUSINESS CHALLENGE

Founded in 1935, Justice Federal Credit Union (FCU) is the only credit union dedicated to exclusively serving the Department of Justice, the Department of Homeland Security and members of the law enforcement community. Today Justice FCU has assets of over \$432 million and 18 service offices in Washington, D.C., California, New York, Texas, Virginia and West Virginia. It serves its more than 42,000 members through a comprehensive, totally free national service platform of over 65,000 proprietary and networked ATMs, and over 3,500 proprietary and shared branches. It also offers 24/7 online access for bill paying, lending, and opening accounts.



Before OneSign

- Users struggled to remember anywhere from 15-25 passwords needed to access a variety of regular and internet-based applications
- Requirements of the new password policy complicated employee efforts to remember passwords
- Help desk was inundated with calls to reset passwords

After OneSign

- OneSign provides users with seamless access to web, client/server and legacy applications through a single authentication logon.
- OneSign allows for policy setting by user group, handles periodic password changes in way that is transparent to users, and enables users to authentication with a simple finger print.
- OneSign eliminates need to remember passwords, leading to elimination of 95% or more of password-related reset calls.

The financial cooperative enables employee access to myriad applications and Web sites – including Symitar, Payroll, Nada Guide, CUES, Trace Security, FICS, MCIF, and Fedline – via Citrix. As the credit union adopted an increasing number of Internet-based applications, its employees had to remember a growing number of passwords – anywhere from 15-25 per user. Justice FCU was soon to implement a new policy requiring all passwords to be unique and much longer than the traditional minimum eight characters in length. The requirements of the new password policy – implemented to ensure the highest level of security – would make it even more difficult for users to remember long and complex passwords that changed regularly. Justice FCU was worried that these challenges would lead to increased help desk calls and user frustration.

“Among its many benefits, Imprivata supports multiple strong authentication methods. In fact, organizations can even use it with multiple, interchangeable methods, making it an extremely flexible solution.”

-Rifat Ikram

Vice President of Electronic
Delivery and Support

Services,

Justice Federal Credit Union



“I want to make sure that our employees never experience the type of password-related anxiety that causes their performance – and member service – to suffer,” explains Rifat Ikram, Vice President of Electronic Delivery and Support Services for Justice FCU.

THE IMPRIVATA ONESIGN SOLUTION

Ikram and his team set out to find a way to eliminate passwords and offer users a simple yet secure way to authenticate to the network. Ikram’s goal was to make his users’ work lives simpler so they could deliver top-notch member service. As such, he and his team sought a solution that was seamless for end users, required no change to workflow, worked well in a Citrix environment, and supported finger biometrics and seamless integration with Web, client/server and legacy applications.

The team considered several single sign-on and strong authentication solutions – including one designed specifically for credit unions – but ultimately decided that Imprivata OneSign Single Sign-On (SSO) was the best choice. “The solution for credit unions didn’t support Citrix. Not only does OneSign SSO work well with Citrix, it offers tight integration with strong authentication, and can be configured for high availability,” explains Ikram.

After rolling out the solution at headquarters, Ikram’s team started with one branch so they could test remote capabilities. Within approximately one month, the solution was rolled out to all employees at all locations. “While the deployment went very smoothly, we were not surprised that 2-3 % of users had problems with biometrics. Imprivata helped us address these issues quickly,” says Ikram.

To get users up to speed on authenticating, the Justice FCU’s internal training department created a two-page training guide. “The entire manual consisted of only ten lines of instructions and associated images to illustrate authentication steps. All employees grasped it quite easily,” continues Ikram.

By the NUMBERS:

All employees enrolled

95% of password-related help desk calls eliminated

Approximately 1 month to roll out

THE RESULTS

The implementation of SSO and finger biometrics has allowed Justice FCU to do more with less. Employees save time because they no longer struggle with forgotten passwords. They are not locked out of applications, and they are not calling the help desk for password resets. Users have secure access without needing to remember their passwords. “All our employees – whether loan officers, customer service reps, or IT– are more productive. In addition, customer-facing employees can dedicate more time to serving members,” says Ikram.

Even with the strictest of password policies in place, the credit union’s employees have no cause to write down or share passwords. “The combination of SSO and finger biometrics enables us to enhance our security without burdening our users,” continues Ikram.

At the same time, fast and easy access to applications and sites reduces the burden on the help desk. “We’ve eliminated 95% or more of password-related reset calls. All our employees are delighted with the positive impact that the solution has had,” concludes Ikram.

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