



Enabling Microsoft Active Directory Integration to Streamline Authentication for Leading National Insurance Companies

Case Study

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Industry Case Study: National Insurance Companies

The Situation (Typical Problems and Environments)

Information needs to move quickly in the insurance industry, and for that reason, organizations in this sector need to provide their users with the ability to access information easily. Enabling single sign-on is a high priority because it allows users to get to the applications they need to perform their jobs without repeated password prompts or the need to remember multiple passwords.

Insurance companies utilize several enterprise applications to facilitate the exchange of information, including Lotus products such as Notes, Domino, Sametime and QuickPlace. As a result, they find there are numerous passwords to be managed — by administrators as well as users — which consumes time and increases the number of password-related calls to the Help Desk. Nonetheless, attempting to achieve single or reduced sign-on to the applications in their organization can pose a challenge for insurance companies, as these applications tend to be dissimilar.

Leading Insurance Company A, a U.S.-based company that is one of the nation's largest insurance providers, uses both Lotus Sametime and QuickPlace to drive online communities and facilitate what they call a "Knowledge Exchange Environment" that takes place between in-house groups. The customer wanted to integrate the two applications and enable single sign-on to both as well as to Lotus Notes and Domino.

The customer specifically requested single sign-on using Microsoft Active Directory credentials. To facilitate use of Sametime and QuickPlace, it was critical for them that users have immediate access without being prompted for login credentials.

"Our users were required to remember their Domino password in addition to others, but we wanted to provide seamless access," the customer states. "Single sign-on became a high priority and a corporate edict was issued to put single sign-on on all workstations across the enterprise."

Leading Insurance Company B, a smaller company based in the U.S., wanted consistent passwords used across the enterprise. They also wanted to eliminate the confusion that arose around the password change procedures, which occurred every 90 days. They were interested in enabling single sign-on to Notes, Domino, and IBM iSeries as well as single password change.

The Solution

Leading Insurance Company A acquired PistolStar's Password Power Lotus Domino Single Sign-On Plug-In, the only solution they found that provides single sign-on to Sametime and QuickPlace. They initially purchased 8,000 seats of Password Power and installed it corporate-wide. Currently, they have 30,000 users.

PistolStar's product has proven to be the only piece of the customer's knowledge exchange that works consistently, as they have been having issues with Sametime and QuickPlace. In fact, the customer cannot use the knowledge exchange

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without Password Power in place.

Initially, Leading Insurance Company A had an issue with enabling single sign-on to both QuickPlace and Sametime. Therefore, the PistolStar team went to work immediately, reproducing the customer's environment at their lab then getting closer to the situation by traveling to the customer's main location. PistolStar discovered the issue stemmed from the customer's use of separate Domino LDAP servers for Sametime and QuickPlace as well as use of a Domino DSAPI filter — a unique situation.

Leading Insurance Company B was already using PistolStar's Web Set Password product, therefore, based on that experience, they purchased 200 seats of Password Power. Their purchase included Password Power Plug-Ins for iSeries and Notes ID password synchronization and for Domino and Web single sign-on. They utilized an auto-install script to implement which rolled the product out painlessly.

The Benefits

With Leading Insurance Company A, PistolStar's team worked around their server set-up and proved that Password Power could not only facilitate single sign-on with the QuickPlace/Sametime integration, but that it could perform exceptionally. According to this customer, PistolStar stepped up to the plate to ensure they received the full benefit of the solution, demonstrating the flexibility to work within their complex environment.

With both Leading Insurance Company A and Leading Insurance Company B, the users are thrilled to have single sign-on. "The users think it's great," said Leading Insurance Company A. "They have seamless access and they don't have to call for a forgotten password or have their password reset. Their experience has been terrific."

Leading Insurance Company B echoed that reaction by saying, "Our users are happy now that they have single sign-on and the ability to make password changes."

With all insurance industry customers, the overall objective was to streamline their environment to achieve greater productivity. This involved simplifying the password authentication process by reducing the number of end-user logins. PistolStar has responded to insurance customers' needs by providing the single sign-on proficiency of Password Power, thereby reducing the number of passwords that administrators need to manage and dramatically cutting the frequency of Help Desk calls. With Leading Insurance Company A, PistolStar addressed and resolved an issue that had prevented the customer from fully enabling the technology, delivering added value by ensuring they met 100% of the customer's requirements.

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