

Banking Tech Innovator Removes Friction, Increases Security with OneLogin Desktop and Cisco Cloudlock

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MANAGER OF SECURITY OPERATIONS

This company’s loan origination software helps banks and credit unions streamline the process of assessing and granting requests for loans. Lending institutions achieve increased efficiency, transparency, profitability, and regulatory compliance and their customers benefit from faster loans.

CHALLENGE

Managing Macs and Mobile Workforce

As a rapidly growing company with a reputation for agility, it had to find a way to manage mobile and central office user access to a variety of cloud applications. “We wanted a solution that was both Windows and Mac compatible,” says the Manager of Security Operations. In determining how to best manage remote employees, he considered whether or not to “try to shoehorn Active Directory into managing Macs.” He shares, “We just wanted to manage people’s credentials all through the cloud without them first having to boot up a VPN.”

Removing Friction for Employees

After reviewing how many cloud apps the company uses, the IT team knew they needed an identity and access management (IAM) system—not only for security but also to help employees be efficient. “Passwords are a pain point. Logging in shouldn’t be people’s job: their job is to do great work. To be competitive as a business, you must remove as much friction as possible,” says the manager.



INDUSTRY

Financial Services Technology



USERS

300



TOP CLOUD APPS

Cisco Cloudlock, Salesforce, Slack, Box, Office 365



CHALLENGE

Securely manage identities of Macs and a mobile workforce

Provide employees with a better way to access cloud apps

Find an IAM that integrates and syncs with existing cloud security solution



SOLUTION

Frictionless Desktop SSO certificate-based user access

OneLogin + Cisco Cloudlock to enforce security policies



RESULTS

Satisfied employees, improved productivity

Increased security, less IT load

Easy reporting to demonstrate compliance and inform budget

He continues, “We wanted one place where people could log in securely and have all their application tiles open up. It was confusing for new employees to come into our environment, realize that they had access to 15 different websites, and were supposed to remember all of them.”

Hitting an Efficiency Bottleneck and Needing Automated Responses to Threats

Employees were bottlenecked managing passwords, as was IT for provisioning and deprovisioning users. They were having to go through 15 different cloud services, as well as an on-site Active Directory server to terminate people. Because the company works with financial institutions, it also has to meet and demonstrate compliance requirements.

The IT team was already planning to use Cloudlock (now part of Cisco), a leading cloud access security broker (CASB), to enforce security policies and defend against attacks to key cloud applications, like Salesforce. So they wanted an IAM solution that integrated well with Cisco Cloudlock for comprehensive security.

“We found that for everything we wanted to do, OneLogin was straightforward and easy. We got the quickest value out of it and the best support.”

SOLUTION

After testing solutions from Okta and LastPass Enterprise, the company decided to go with OneLogin for identity management. The manager states, “We found that for everything we wanted to do, OneLogin was straightforward and easy. We got the quickest value out of it and the best support. OneLogin support engineers answered our questions rapidly, too.”

OneLogin Desktop for Frictionless Access and Security

To start with, the company uses OneLogin Desktop to solve the problem of managing access for remote employees and Mac users. The manager explains, “There’s always been a laptop password policy, but that was a local account unrelated to anything else. Now, the local account is directly tied to their OneLogin account, and the password is the same. That’s one less password to remember.”

“Our users love OneLogin Desktop because it reduces friction, enabling them to access all web services simply by entering their laptop password—without the hassle of VPN,” he adds.

Improving the employee experience while enhancing security, OneLogin Desktop provides a form of multi-factor authentication (MFA). It installs a certificate specific to a user and laptop, which provides the first factor of authentication. The second factor is the user’s password, giving them access to their applications.



1st Authentication Factor

OneLogin Desktop installs a certificate specific to a user and laptop, providing a first authentication factor



2nd Authentication Factor

When users log in using their Windows or OS X password, they provide a second authentication factor.



User Authenticated into Portal

These two factors authenticate users into their OneLogin Portal, enabling them to access SaaS applications with a single click.

“Because we serve the banking industry, security and regulatory compliance are essential for us. OneLogin Desktop lets us bind a local computer user to their cloud identity, authenticating them to cloud services without going through a VPN or Active Directory,” continues the manager.

Integrations with Directories and Tools

In parallel, OneLogin and Cisco Cloudlock work well together, allowing IT to enforce security policies. “We’re able to take action, instead of just being alerted that something has happened. We create security policies that actually do our work for us through Cloudlock and OneLogin,” says the manager. For example, when a user authenticates to Salesforce through OneLogin, Cisco Cloudlock monitors user behavior during the session, flagging policy violations, for which IT can set automated response actions within OneLogin, whether it’s a prompt for another factor of authentication or revoking access.

OneLogin can be a cloud directory and integrate with existing directories. “We were also looking for something that could be a directory service. Having OneLogin’s VLDAP solution with its robust API is gold for anyone who wants to hook into an LDAP server, and also that that LDAP server connects into your security orchestration tool, like Cloudlock,” adds the manager.

Role-Based User Provisioning

As soon as a candidate accepts an offer at the company, it triggers an automated process in OneLogin, for which role gets access to which apps and which permissions or folders within each app, based on rules the IT team mapped out. The manager explains, “For instance, when new support engineers start, they log in via OneLogin Desktop, get access to Slack, and see all the other support engineers’ Slack channels. They’re a new employee, so they don’t know who their group is. They need to come in and know where to go, and with this, they’re immediately able to understand that, which makes them feel more like they’re part of the group. The workflow for this role-based provisioning is built directly from OneLogin.”

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RESULTS

Greater Security with Less IT Load

Being able to use the same tools across different web apps lightens IT's security workload. The manager affirms, "My job is to implement security policies and to make sure they're being adhered to. Not having to jump into a different system just to create the policies that our company needs is a big advantage."

As an innovator in cloud banking technology, the company seeks to be on the cutting edge of the security tools available, to monitor user behavior and enforce policy as needed. The way OneLogin and Cisco Cloudlock interact with each other works particularly well for them.

"With Cloudlock and OneLogin, the ability to craft policies around user behavior is crucial to a consistent and reliable security approach. We don't have to create policies in multiple tools like Salesforce, Slack, and so on. Instead, the policies are defined in OneLogin and Cloudlock, and are applied across all apps," says the manager. This not only saves time, but also protects against the risk of error when managing multiple applications and varying security settings.

"They turned into our biggest promoters, telling other team members they should get OneLogin Desktop because it really does save time."

Increased Employee Satisfaction and Adoption

The company made its most vocal users beta users for Desktop for Mac, and they were blown away. "They were actually upset that it worked so well—they were upset that it wasn't available when we first rolled out OneLogin," shares the manager. "And they turned into our biggest promoters, telling other team members they should get OneLogin Desktop because it really does save time."

Easy Reporting, Compliance and Cost Control

OneLogin enables the IT team to generate centralized reports in a few clicks, helping them demonstrate compliance easily and gather useful insights. Gaining insight across the whole company about who has access to which cloud apps can be difficult, but with OneLogin, IT can immediately understand license count, and how often someone accesses something, enabling them to tune or reduce seats as needed.

About OneLogin, Inc.

OneLogin brings speed and integrity to the modern enterprise with an award-winning single sign-on and identity management platform. Our portfolio of solutions secure connections across all users, all devices and every application, helping enterprises drive new levels of business integrity and operational velocity across their entire app portfolios.