Streamline application access, reduce help desk costs, and improve member services

Organization Snapshot
Verity Credit Union

Company
- Member-owned since 1933
- $390 million in assets
- Six branches serving 25,650 members

Industry
Credit union

Applications
OSI

Challenges
- User lockouts and decreased productivity
- User frustration
- Overburdened help desk

Results
- Increased user productivity
- Improved member services
- Decreased help desk calls and costs

"Without the need for our users to remember an extensive list of passwords, SSO has allowed us to focus on more important matters such as the financial needs of our members, who have been impressed with the faster transaction response from our Member Services department."

– **Jon Wu,** System Engineer, Verity Credit Union

Introduction

With comprehensive financial products and services, exceptional lending rates, and advanced systems for automated and online financial management, Verity Credit Union has $390 million in assets and 25,650 members. Member owned since 1933, Verity is committed to providing a full range of cost- effective products and services to members who live and work in the state of Washington. Verity has six full-service branches, 115 staff members, and six IT staff members.

The business challenge

Committed to continually enhancing the security of its members' information, the credit union requires all employees to remember complicated passwords to access several applications. "Unfortunately, the number and complexity of passwords led to slow log-on times or calls to the help desk for password resets. This negatively impacted productivity, our ability to serve members, and our help desk costs," explained Jon Wu, System Engineer for Verity Credit Union. The IT team wanted to make it easier for employees to access the applications required to do their jobs, while reducing help desk ticket volume.

The solution

Based on references and recommendations from vendors, along with its own research, Verity narrowed its choices down to three single sign-on solutions. As one of the first credit unions to have a website and to offer internet banking and online bill paying, Verity is committed to using state-of-the-art technologies to support its security requirements. "The Imprivata solution for single sign-on is far and above the best choice due to its leading-edge capabilities," says Wu.

The results

By eliminating the need to remember multiple complex passwords, Imprivata Enterprise Access Management with SSO (formerly Imprivata OneSign) provided the security and level of ease the credit union sought. Verity didn't need an extension to Active Directory to enable SSO, and the solution's Application Profile Generator made it easy to add any type of application. In addition, the solution's failover feature ensured that the credit union's data would always be backed up and available – no matter what.

Imprivata Enterprise Access with SSO (EAM with SSO) was implemented in only one day. "Prior planning and development resulted in a very efficient rollout," explains Wu. In addition, close collaboration between the compliance department and IT team ensured a solution that provided strong authentication and satisfied all security policy requirements and credit union regulations.

Today, all of Verity's employees use EAM with SSO to easily and securely access applications such as payroll, CRM, and issue management. The result is higher productivity and user satisfaction — and a reduction of 25% in calls to the help desk for a savings of $7,200 per year.

"Without the need for our users to remember an extensive list of passwords, SSO has allowed us to focus on more important matters such as the financial needs of our members, who have been impressed with the faster transaction response from our Member Services department. In fact, our employees tell us that SSO is one of the best solutions we've implemented and they are eager to use it for accessing other applications, including those used for accounting and mortgage suites," concludes Wu.

imprivata®

Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

For more information, please contact us at:

Global headquarters USA	**European headquarters**	**Germany**	**Australia**
Waltham, MA	Uxbridge, England	Langenfeld	Melbourne
Phone: +1 877 663 7446	**Phone:** +44 (0)208 744 6500	**Phone:** +49 (0) 2173 99 385 0	**Phone:** +61 3 8844 5533
www.imprivata.com	www.imprivata.com/uk	www.imprivata.com/de	