The client needed to rapidly deploy a solution to better secure customer data through a multi-factor authentication while providing access to technicians and other representatives in the field that need to support their clients. Protecting the data was critical for risk and compliance, and supporting their own clients was critical to their core business.

**Our solution**

- ForgeRock’s Access Management provided a way to secure the existing on-premises and cloud applications with a single solution for secure access.
- ForgeRock Access Management provided a simple way to integrate strong authentication methods from secure tokens, Kerberos, PKI, and OTP delivered over SMS and by voice calling.
- We used the ForgeRock Access Management and Directory Services tools to enable a natural way to migrate the existing accounts, securely separate non-employee from employee accounts, and prevent the need to update or replicate passwords, thereby decreasing the impact to users and avoiding additional security risks and negative user experiences.
- The solution included a risk-based authentication approach to provide simple access for on-network users and device authentication with strong authentication for mobile users.

**Impact**

- We helped drive the client’s strategy, helping them to rapidly identify requirements, and worked with them to develop the solution from technology through business processes, user onboarding, support, and operations.
- Our approach accelerated our client’s ability to meet industry regulations, directly saving significant costs from regulators.
- The solution improved the user experience by mirroring an approach users understood from online banking, saving training time and avoiding internal pushback.
- Our solution helped the client segment external and internal user stores without duplicating passwords, increasing their overall security posture and enabling rapid application deployment for future innovation.

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**Can be used as reference:** No

**Reference contact details:** N/A