

Challenge | A 100 Year Old Business Wants to Go Passwordless

As part of their digital transformation, the IT team decided to eliminate the use of passwords. They were satisfied with their Identity Providers and did not want to make any changes. The team had a C-Level directive to go passwordless.

Complex passwords were painful across the company. The incumbent identity products created a reliance on password-based MFA. Worst of all, customers were logging into mobile and web portals with nothing but a 12-character password. This led to a high volume of password resets and helpdesk calls.

Significant MFA adoption gaps were discovered as they evaluated the password problem. Workstation login, RDP, and VPN login were all areas that lacked MFA. These gaps were especially painful for employees who work remotely, travel often, and might use their workstation in public areas.

Password-based MFA reduced productivity. The IAM team had attempted to deploy a combination of Password + MFA login but users found it too painful. Some employees reported that when forced to use an additional authenticator, it could take up to 30 seconds to log into their desktop. Let's quantify that.



With complex passwords each successful workstation login averaged 5 seconds. An employee logs onto their computer approximately 12 times a day.

5 x 12 x 252 x 8,000 = 33,600 Hours or 3.8 Years!

Solution | They Saved 32,000 Hours in Employee Productivity

Passwordless enabled the IT team to secure access across all channels without the headache of managing a multitude of fragmented MFA apps, login flows, and remote access experiences.

Password lockouts generate service desk calls and lost user productivity. The adoption of HYPR passwordless is the rare cyber investment that returns immediate and measurable bottom line benefit.

-Karl Mattson, CISO



Enforced Lightning-Fast Desktop MFA

With Smart Card enforcement, Passwordless login became mandatory across the company.



Remote Services are Now Fully Protected

Employees now utilize Remote Services Such as VDI, VPN, and RDP without concerns about password theft.



Achieved Gartner's CARE

By deploying best-of-breed passwordless capabilities, they achieved Gartner's guidance for CARE - Consistent, Adequate, Reasonable, and Effective authentication.