

Optimizing Success:

How a Leading Educational Institution
Enhanced Security, Data Quality, and User
Experience with Okta

ACTIVECYBER | okta

info@activecyber.com | activecyber.com

Enhancing Data Accuracy, Security, and User Experience

Case Study

A leading educational institution faced challenges with outdated systems, causing data inconsistencies, inefficient processes, and user frustration from frequent MFA prompts.

To address these issues, they partnered with a strategic implementation team to integrate Okta's advanced IAM solutions through a phased approach. By standardizing data, enhancing security, and streamlining user access, the institution improved operational efficiency and delivered a seamless, user-friendly experience for students and staff.

THE CHALLENGE

The institution struggled with inconsistent data, tight project timelines, and user frustration from frequent MFA prompts. To overcome these challenges, they sought a solution to improve data quality, streamline processes, and enhance user adoption while maintaining their commitment to delivering high-quality education.

THE APPROACH

The institution adopted a phased approach to implement Okta's Identity and Access Management solutions. By standardizing data, integrating systems incrementally, and enhancing SSO and MFA, they ensured a smooth transition. Communication efforts, including town halls, prepared users for changes, balancing security with a seamless experience. This methodical strategy ensured timely delivery and measurable success.

KEY ARCHITECTURAL IMPROVEMENTS IMPLEMENTED

1

Data Standardization and Quality Checks

Implemented processes to clean and standardize data across systems, including unifying email formats and addressing inconsistencies in user attributes to ensure seamless provisioning and access management.

2

Phased Integration Strategy:

Deployed a multi-wave implementation plan, starting with HR system integration and progressing through directory migrations, Single Sign-On (SSO), Multi-Factor Authentication (MFA) enhancements, and governance tools, ensuring incremental value delivery.

3

Enhanced Multi-Factor Authentication

Optimized MFA settings to strike a balance between security and user convenience, reducing user frustration while strengthening the institution's overall security posture.

4

Comprehensive System Integration

Integrated multiple directories and key applications like Banner and LDAP with Okta, enabling centralized and efficient identity management across the organization's ecosystem.



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OVERVIEW & COMMITMENT TO EXCELLENCE



The leading educational institution serves a diverse student body of over 19,000 individuals across more than 35 schools in the United States and abroad. Known for its dedication to academic excellence, the institution provides an expansive range of undergraduate, graduate, and professional programs designed to foster intellectual growth, career advancement, and lifelong learning.

With a mission to empower students from all backgrounds, the institution emphasizes inclusivity, innovation, and global engagement. It offers cutting-edge resources, interdisciplinary learning opportunities, and a commitment to research and community impact, ensuring students are prepared to thrive in an ever-evolving world. Through a holistic approach to education, it continues to be a leader in shaping the future of higher learning.

MAIN CLIENT CHALLENGE



The main challenge for the client was addressing critical operational inefficiencies and user experience issues caused by inconsistent and incomplete data across systems like Banner and LDAP. These inconsistencies created hurdles in data integration, delayed decision-making, and undermined the reliability of key institutional processes.

Compounding the issue was the need to execute a large-scale project within a tight timeline, requiring meticulous planning and resource allocation. User frustration from frequent Multi-Factor Authentication (MFA) prompts further highlighted the delicate balance between enhancing security and maintaining a seamless user experience.

These challenges demanded a holistic solution that could not only standardize and improve data quality but also ensure a phased, efficient implementation process. The solution needed to integrate advanced security measures, such as MFA, in a user-friendly way while aligning with the institution's overarching mission of delivering accessible, inclusive, and high-quality education to its diverse student body.

THE RESULTS



The institution successfully enhanced its security, streamlined data management, and improved user adoption through a phased and strategic implementation of Okta's solutions, delivering the project on time and with measurable value.

- **Improved Data Accuracy:** Standardized and accurate data integration across systems reduced inconsistencies and provisioning errors.
- **Timely Project Delivery:** Achieved all milestones within the planned timeline, ensuring seamless execution and accountability.
- **Enhanced User Security:** Optimized MFA policies balanced security best practices with user convenience, increasing adoption rates.
- **Clear Implementation Visibility:** Provided stakeholders with transparency through detailed planning, regular updates, and incremental value delivery.



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THE CUSTOMER

The institution is dedicated to delivering accessible, high-quality education through a diverse range of programs that support academic growth, career development, and lifelong learning. With a student-centered approach and emphasis on innovation, it leverages technology and strategic partnerships to provide a modern, secure, and efficient learning environment that meets the evolving needs of its community.

ACTIVE CYBER

Active Cyber is a strategic global boutique specializing in comprehensive cloud-based solutions that cater to the unique needs of dynamic organizations.

We prioritize regulatory adherence, growth adaptability, and process optimization, equipping clients to excel in an ever-changing digital environment.

We specialize in critical business domains—Identity & Access Management, Cybersecurity, Service Management, and Advanced Analytics with AI.

Through strategic partnerships with industry-leading technology providers, we deliver innovative solutions that enhance security, equipping organizations with the tools to adapt- enabling organizations to stay secure, agile, and data-driven.

CONCLUSION

Through a strategic and phased implementation of Okta's Identity and Access Management solutions, the leading educational institution overcame its operational challenges, including data inconsistencies, tight project timelines, and user frustration with security measures. By standardizing data, optimizing security protocols, and engaging users through effective communication, the institution not only enhanced its security posture but also improved user satisfaction and operational efficiency.

This successful transformation highlights the value of thoughtful planning, collaboration, and utilizing technology to support organizational goals while maintaining a focus on the needs of the community it serves.

For more information on how Active Cyber can help your business, visit www.activecyber.com or contact us at info@activecyber.com.

