

CASE STUDY

Large manufacturer secures employee access, streamlines floor operations, and enhances productivity with Imprivata

Imprivata provides quick, badge-tap access that reduces employee frustrations, and prevents costly delays

Challenges

- Protect customer data and maintain compliance with data protection laws and regulations of the various global markets in which the manufacturer operates
- Secure valuable intellectual property (IP), enabling the company to thrive, innovate, and maintain its leading competitive edge

Solutions

- Imprivata Enterprise Access Management with Single Sign-On (SSO) (formerly Imprivata OneSign) streamlines authentication for secure, No Click Access™ to on-premises and cloud applications

Results

- Enabled IT team to focus on more strategic projects rather than resetting passwords
- Streamlined easy access while enhancing workflow productivity and reducing employee frustrations and burnout
- Empowered improved access, privacy, and compliance for CMMC (Cybersecurity Maturity Model Certification)
- Saved between 50 and 400 hours annually, enabling more productive work time for manufacturing floor employees and the IT team



Organization snapshot

This U.S. manufacturer has just under 1,000 highly skilled employees. Headquartered on the west coast, they serve clients around the globe including government agencies, retail outlets, and individuals.

Overview

Established over 100 years ago, this U.S. manufacturer began as a small, regional company, and grew into a large enterprise with a world-class global reputation. The company specializes in gear for nature fans worldwide. Ensuring the security and privacy of both customer and company data while not impeding productivity is essential to maintaining customer trust, a competitive edge, and regulatory compliance. By implementing Imprivata Enterprise Access Management with Single Sign-On (formerly Imprivata OneSign), the manufacturer integrated secure, passwordless access into systems, streamlined workflows to ensure productivity, and raised employee satisfaction.

Challenges: Safeguard sensitive data and ensure regulatory compliance while enhancing productivity and employee experience

From safeguarding sensitive information like personal customer details and payment data, to ensuring compliance with a range of data protection laws, to protecting their own IP, the manufacturer knew they couldn't leave security and privacy to chance. In fact, because the company's success relies so heavily on innovative IP, any compromise in security or quality could have severe consequences.

"The convenience and simplicity of swiping a badge for secure access is what sold the company on the Imprivata solution. It saves time and eliminates manual logins, increasing employee satisfaction and streaming workflows."

- Director of IT at U.S. manufacturer

In manufacturing, delays have a direct and quantifiable impact on productivity, revenue, and customer satisfaction. Which means security can't just be secure; it also needs to support workflows and productivity.

At this east coast manufacturer, daily operations are on a 24-hour time clock, with multiple highly skilled machine operators needing to securely access systems and applications on shared workstations multiple times throughout their shifts.

But as is the case for many organizations in various industries, implementing a security solution isn't easier said than done. For this manufacturer, part of challenge is that not all users on the production floor are tech-savvy, and most aren't accustomed to the level of security required for government contracts. This - plus the reality that logging in with 16-digit passwords is time-consuming and can even fail and lock users out - led the company's IT team to carefully examine their access needs.

If a single user forgets their password and gets locked out of their station, production stops, the help desk is called for support, and the resulting delay could essentially cost the company hundreds of thousands of dollars. The company knew they needed an access solution to keep that from happening.

Solution: Simple, secure access that streamlines workflows

The manufacturing company needed an access solution to answer all their needs - supporting brisk workflows, securing systems, and protecting sensitive data. For those needs and more, the team looked to Imprivata.

Imprivata provided the necessary solutions, services, and support to address all of these concerns. With Imprivata Enterprise Access Management with SSO (EAM with SSO), the company streamlined workflows, integrated IT systems, and simplified user authentication. Employees now use their badges to access systems and applications quickly and securely with Imprivata badge readers. The readers were selected for their capabilities, but also because they're compatible with the company's existing systems and proximity cards.

The simple, efficient, and secure access provided by EAM with SSO is especially valuable in a busy manufacturing environment, where different operators need to repeatedly access tools on the same computers, both day and night. Slow logins or users getting locked out leads to more IT support, lost productivity and revenue, and plenty of user frustrations.

Access enabled by EAM with SSO is a simple way to let employees log in effortlessly, while preventing unauthorized users from compromising sensitive data. Staff members were quickly trained to use Imprivata badge readers, and the benefits were seen almost instantly.

While going through training, one user shared that they'd been employed by the company for decades, and this was the first time technology had come along to make their work easier.

Results: Security, productivity, and user satisfaction

Imprivata solutions have received positive reviews from employees for how the tools support productivity, security, and user satisfaction, as well as for how they ensure compliance with Cybersecurity Maturity Model Certification (CMMC).

Because this manufacturer has customers in the public and private sectors, the value of being CMMC compliant is greater than just the fact of being compliant. Exceeding all regulatory requirements means retaining government contracts. It also helps to prevent cyberattacks, theft of intellectual property, and data breaches. Being non-compliant is a risk the company is unwilling to take.



Moving away from generic workstation logins to simple badge-tap logins smoothed out many of the everyday bumps in the average employee shift. And freeing employees from repeated, tedious logins had a big impact on productivity. Furthermore, having each machine operator log in with their unique badge gives the company full recording and auditing capabilities for each step in the manufacturing process. If something goes wrong, they can determine why and who is accountable.

“Meeting or exceeding all regulatory requirements helps to prevent cyberattacks, theft of intellectual property, and data breaches. Being non-compliant is a risk they’re unwilling to take.”

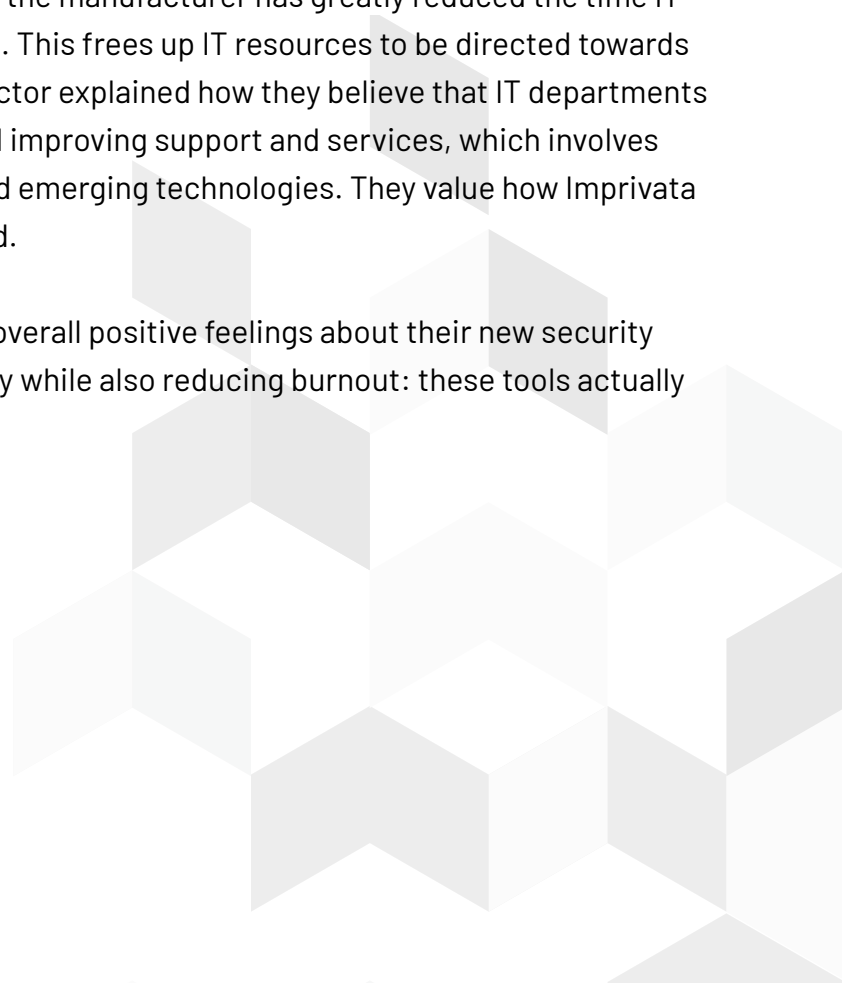
– Director of IT at U.S. manufacturer

Giving the manufacturing team such a quick and convenient solution meant the IT helpdesk team could be the heroes instead of the enemy for a change. Rolling out Imprivata coincided with the rollout of a new manufacturing execution systems (MES) app. By offering EAM with SSO at the same time as the new MES app, IT was able to simultaneously improve security and make people’s jobs easier.

The manufacturer has yet to roll out EAM with SSO to all of its employees, although they have plans to. However, those employees that are already using the Imprivata badge readers are saving 10 to 55 seconds every time they log in, putting the company on track to save hundreds of hours each year.

In addition to the time saved with effortless logins, the manufacturer has greatly reduced the time IT helpdesk support spends on recovering passwords. This frees up IT resources to be directed towards more innovative aspects of operations. The IT director explained how they believe that IT departments should create value by continuously innovating and improving support and services, which involves understanding customer needs, market trends, and emerging technologies. They value how Imprivata helps the company’s IT staff live up to this standard.

Moreover, the director summed up the company’s overall positive feelings about their new security solution by stating how Imprivata improves security while also reducing burnout: these tools actually give employees more positive time in their day.





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.

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