



BANK OF THE PACIFIC

E-SSOM ALLOWS EMPLOYEES TO WORK MORE PRODUCTIVELY AT BANK OF THE PACIFIC

EXECUTIVE SUMMARY

CUSTOMER

Bank of the Pacific

PROBLEM

Bank of the Pacific's employees were frustrated by the number of complex credentials they were required to remember for their applications.

SOLUTION

E-SSOM was implemented to allow employees to use a single set of credentials for all of their systems and applications.

PRODUCTS

Enterprise Single Sign-On Manager (E-SSOM)

RESULT

E-SSOM relieved a huge headache for employees of Bank of the Pacific by eliminating the need for employees to remember numerous sets of credentials while still ensuring security.

Bank of the Pacific was established in 1971 with the goal of providing great personal service, being able to make decisions locally, plus being very active and supportive in their communities. The bank currently has nineteen locations with over 250 employees that serve the areas of the Northwest including Washington and parts of Oregon.

Although the employees work in many different departments, all are required to login to several systems and applications during the day to perform their jobs. Though this was an annoyance in and of itself, each application also had different requirements for password complexity, which made it extremely difficult for end users to remember their passwords.

For example, some applications required a certain amount of numbers, while others had more extreme rules such as not allowing two of the same letters next to each other. The Network Support at Bank of the Pacific commented, "This became a huge annoyance for end users, since depending on their job role, they have to login to anywhere from 2-10 applications".

COST EFFICIENT PASSWORD MANAGEMENT

In their search for a solution, Bank of the Pacific went through several vendors to find a resolution to their issues. "We went through many different demos and found Tools4ever's E-SSOM to meet all of our needs while also being the most cost efficient. We liked that we would have the ability to easily add additional applications in the future when we need to," commented the network supporter.

Tools4ever's Enterprise Single Sign-On Manager (E-SSOM) would allow the bank's employees to login with a single set of credentials for all of their applications. Users simply login with their user name and password one time and are automatically authenticated each time one of their authorized applications is launched.

EASY CUSTOMIZATION

Bank of the Pacific went through all of their applications and made a list of 44 different applications they were going to enable with E-SSOM. The networker supporter added, "We used several criterions to come up with this list, and plan to add additional applications in the near future."



“OVERALL, MANY OF OUR EMPLOYEES LOVE E-SSOM. IT RELIEVES A HUGE HEADACHE FOR THEM SINCE THEY DON’T HAVE TO REMEMBER ALL OF THEIR COMPLEX USER NAMES AND PASSWORDS.”

NETWORK SUPPORTER FOR BANK OF THE PACIFIC

Several of the applications were difficult to integrate with E-SSOM since they have different login requirements. For example one of the applications requires that a company ID is entered before the user name and password. “Tools4ever was able to easily customize E-SSOM for us so that it worked with all of our applications; even the most difficult ones,” added the network supporter.

SIMPLIFIED LOGIN PROCESS

“Overall, many of our employees love E-SSOM. It relieves a huge headache for them since they don’t have to remember all of their complex user names and passwords,” commented the network supporter.

Tools4ever also ensured that E-SSOM works with the bank’s password policies. Every 90 days at Bank of the Pacific, users are required to change their password.

The network supporter added, “Tools4ever has the best technical support I have ever dealt with. If we ever have a problem with anything they have been able to quickly and completely resolve it.”

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