Financial Services Firm

1Kosmos delivers a coexistence strategy to ease employees into a passwordless experience, improving user experience while reducing helpdesk calls for password resets at a top Financial Services firm.

The sudden move to a hybrid workforce meant that security requirements changed. The investment firm moved from an 8 to 16-character password which significantly impacted the helpdesk – 400 calls per week, with an average wait time of 45 minutes. 1Kosmos was selected to deploy a passwordless foundation with which the organization could move employees from the existing authentication method to biometric-based authentication.

The Results

Reduce Helpdesk Reliance

With the sudden move to a remote workforce due to the global pandemic, employees were faced with a 16-character password implementation to improve security. However, this led to approximately 400 helpdesk calls, with 45-minute wait times per week, for password resets. On recognizing the need to eliminate their reliance on passwords, the firm wanted to improve the user experience and selected 1Kosmos. The partnership resulted in a reduction in helpdesk calls, $2M in annualized savings, and an improved user experience.

Deliver a Branded Experience

The investment firm focused on the user experience, recognizing its importance in users' day-to-day productivity and overall security. The firm white-labeled the 1Kosmos platform and branded the 1Kosmos app as its own. The rebranded app is the authentication method for the employee's passwordless login experience.

Improve User Adoption

Adoption and interoperability were core tenets of the firm's selection process. By deploying 1Kosmos, the deployment team at the firm did not disrupt existing user workflows and deployed the custom-branded app side-by-side with their existing login. Users could select when they were ready to adopt a passwordless experience, easing adoption and reducing the impact on the helpdesk.

Streamline Deployment

The investment firm required a solution to meet its requirements for integration with the current and future infrastructure. Integration into PingFederate, VPN (ZScaler), Windows and macOS desktops were critical first steps. Additionally, they required support for their future move to Azure. The flexibility of the 1Kosmos connectors and API framework was critical to the firm's long-term strategy.

> **Eliminated reliance on passwords and deployed a custom solution in keeping with the brand, virtually eliminating helpdesk custom-branded solution calls, saving $2M per year in helpdesk costs.**

About 1Kosmos

1Kosmos enables remote identity verification and passwordless multi-factor authentication for workers, customers and residents to securely transact with digital services. By unifying identity proofing, credential verification and strong authentication, the 1Kosmos platform prevents identity impersonation, account takeover and fraud while delivering frictionless user experiences and preserving the privacy of users' personal information. 1Kosmos performs millions of authentications daily for government agencies and some of the largest banks, telecommunications, higher education, and healthcare organizations in the world.