1KOSMOS

CASE STUDY

Top 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 a 45min average wait time. 1Kosmos was selected to deploy a passwordless foundation from which the organization could move employees from the existing authentication to biometric based authentication.

The Results

Reduce Help Desk 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. Knowing 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 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 BlockID 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

With a focus on user experience, adoption, and interoperability were core tenets of the firm's selection process. By deploying 1Kosmos BlockID, 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 the impact on the helpdesk.

Streamline Deployment

The investment firm required a solution to meet its requirements to integrate 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 were critical to the firm's long-term strategy.

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

About 1Kosmos