

Idaptive Reduces Complexity, Increases Security for New Zealand Agricultural Organization



New Zealand Avocado Growers Association (NZ Avocado) is the public face of the \$130 million New Zealand avocado industry, created to promote the sale and consumption of avocados. As a non-profit, NZ Avocado manages research and development programs, coordinates and disseminates industry information, lobbies and liaises with government officials and provides a structure to foster growth across the industry.

THE CHALLENGE

Find a single sign-on solution to dramatically reduce complexity, minimize calls for password assistance, increase security and help keep users engaged and using key apps.

Designed to act as a portal for growers, packers, exporters and local marketers, the NZ Avocado system provides access to highly-specialized apps including a Spray Diary to log essential information about growing activities, as well as an AvoTools app and associated websites used to ensure compliance to international regulations.

"In order for New Zealand growers to export overseas, they must register with the association and record all use of sprays on their orchards," says NZ Avocado Communications Manager Midge Munro. "This is an essential component in assuring quality, guaranteeing that international standards are met and protecting a multi-million dollar industry."

But with over 1350 members, NZ Avocado was having significant issues with users logging into their applications and online tools. Each app required its own set of credentials for access and that meant users had to remember multiple passwords.

Compounding the issue was the fact that each orchard required its own user name and password as well, so owners of multiple orchards often found themselves managing dozens of passwords. As a result, the NZ Avocado team was frequently inundated with calls for password assistance. The problem was so great that the organization resorted to keeping user names and passwords on a spreadsheet that was available to most of the office staff.

Lacking its own IT department, NZ Avocado contacted IT consultant Andrew Nimick with Point Concept, and enlisted his help in finding a solution that would dramatically reduce complexity, minimize calls for password assistance, increase security and help keep users engaged and using the apps.

THE SOLUTION

NZ Avocado selected Idaptive due to its feature set, its ability to reduce system load and incorporate legacy apps, and its ability to provide security at a reasonable cost.

Nimick considered developing an in-house solution that could leverage Active Directory by building an LDAP service from the ground up, but that seemed too labor intensive.

"The best option was to find an SSO service provider whose solution could fit into the existing infrastructure with minimal pain and cost," says Nimick. "And that would also give us access to complementary features as the organization grew and evolved."

Nimick started looking at different service providers, but found the response from most to be lacking.

"We were on a tight budget and most weren't forthcoming on pricing details," he says. "The response from Idaptive was anything but ordinary."

After an evaluation of all options, Nimick recommended Idaptive due to its feature set, its ability to incorporate legacy apps, and its ability to provide security and increase customer satisfaction at a much lower cost than building an in-house solution. "In terms

of future data sharing with government departments, the SAML component was also very important," he says. "SAML is the official protocol recommended by the New Zealand government for authorization and access control."

THE RESULTS

Passwords are confidential and password sharing has been eliminated. User access is trackable. NZ Avocado has now implemented widely accepted security practices.

Unlike many organizations that implement leading technologies, NZ Avocado is not a corporate environment. "Our users are agriculture-focused and while many have experience with technology, they aren't experts," says Munro. "We needed a solution that average, everyday people would see the value in, embrace the technology and use it regularly. And we're off to a great start."

"We knew this wouldn't be a typical corporate single sign-on implementation," says Munro. "We were going to try to manage old, outdated legacy apps with a very modern web-based solution. We expected a generation gap, but we've been very pleasantly surprised at the ease with which Idaptive has crossed that gap to deliver an SSO solution across every app and site we needed it to."

With Idaptive, password sharing that was once rampant has been eliminated. And because each user has their own unique identity, NZ Avocado can track exactly who's logging in and when. "We've been able to implement widely accepted security practices, ensuring that users log in with a unique identity and password so that each event can be recorded and auditable," says Nimick.

"Idaptive was the right choice; it's allowed us to implement a cultural change toward best practices and stronger security as we build new apps and strengthen our partnerships," says Munro.



When I recommend a service provider to my clients, I want to be certain that once we're up and running, the client will be fully supported by the vendor. Our experience with Idaptive has assured me of that.

— Andrew Nimick, IT Consultant

Idaptive delivers Next-Gen Access, protecting organizations from data breaches through a Zero Trust approach. Idaptive secures access to applications and endpoints by verifying every user, validating their devices, and intelligently limiting their access. Idaptive Next-Gen Access is the only industry-recognized solution that uniquely converges single sign-on (SSO), adaptive multi-factor authentication (MFA), enterprise mobility management (EMM) and user behavior analytics (UBA). With Idaptive, organizations experience secure access everywhere, reduced complexity and have newfound confidence to drive new business models and deliver kick-ass customer experiences. Over 2,000 organizations worldwide trust Idaptive to proactively secure their businesses. To learn more visit www.idaptive.com.

Ready to learn more?

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