Essendon Volkswagen Improves Security and Eliminates Password Sprawl with Idaptive

Leading Melbourne-area car dealership Essendon Volkswagen has improved productivity, security and staff satisfaction since deploying Idaptive in late 2014.

THE CHALLENGE

Increase security and alleviate employees need to memorize up to 40 passwords for business websites and company Intranet resources.

Essendon Volkswagen employees were experiencing numerous problems because of the large number of secure websites they have to access each day to do their jobs—a combination of public Internet and private Intranet sites.

Salespeople need access to specific Volkswagen websites to enquire about the cost and availability of vehicles. Members of the finance team have to use other websites to communicate with Volkswagen's finance division. The parts department requires use of electronics parts catalogue websites. Service people also log on to websites for service information, diagrams and technical information.

As a result, most employees required 10-20 passwords while some had as many as 40. Remembering robust and regularly updated passwords was virtually impossible, so employees resorted to the insecure practices of using the same passwords on multiple sites or writing down passwords near their computer.

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> *The support from Idaptive is exemplary.*

> ——— **David Malcolm,** *Network Professional Services Managing Director*

THE SOLUTION

Network integrator Network Professional Services configured Idaptive to authenticate against Active Directory to give Essendon Volkswagen employees access to their work-related websites.

In October 2014, Essendon Volkswagen's long-term technology partner Network Professional Services recommended Idaptive to solve these problems of password sprawl and insecurity.

Network Professional Services Managing Director David Malcolm advised Essendon Volkswagen that Idaptive was a great product that won the trust of customers. "The main feedback from customers is 'it really works, it does the job'," he said. "Also the support from Idaptive is exemplary."

Network Professional Services configured Idaptive to authenticate against Active Directory to give Essendon Volkswagen employees access to their work-related websites. Within the Idaptive Admin Portal, employees were put in Organisation Units to give them access to the specific websites needed to do their jobs. Idaptive even puts the required Internet shortcuts into each user's browser.

THE RESULTS

Since Idaptive was deployed at Essendon Volkswagen, the company's employees have only needed to remember a single personal password. As a result, security standards have improved.

Employees no longer need to use, remember or even know the passwords to the Volkswagen-related websites themselves because Idaptive 'remembers' them all.

As a result, security standards have improved. With only one password per user, Essendon Volkswagen can ensure it complies with proper Active Directory password complexity and change requirements.

A hidden advantage occurs when employees leave the organisation, Idaptive enables Essendon Volkswagen to remove access to websites that might be accessible from outside the dealership. As some of these websites might contain private information about clients, this means Essendon Volkswagen has taken reasonable steps to comply with requirements of the Privacy Act.

Essendon Volkswagen Financial Controller Les Hogan said Idaptive had made a huge difference. "Thanks to Idaptive, one password now gives our employees easy access to all the websites they need to do their jobs, which makes them happier and more productive and improves our security," he said.

Network Professional Services has also deployed Idaptive at Essendon Renault.

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David Malcolm, *Network Professional Services Managing Director*

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