Case Study
City of Sacramento

PORTALGUARD®
A BIO-key® Solution.

"PortalGuard has significantly reduced help desk calls related to account lockout and password resets. This product has alleviated security issues that we had prior to implementing."

- Curtis Chiuu, Principal Systems Engineer

City of SACRAMENTO

About the City of Sacramento

The capital of California, Sacramento is home to a population of over 466,000 and the sixth-largest city in California. Sacramento is the core cultural and economic center of the Sacramento metropolitan area which serves seven counties with an estimated population of 2.5M.

The City of Sacramento required a password reset solution that would increase security without involving the help desk. What they found with PortalGuard was an easy to manage Self-Service Password Reset, seamless Single Sign-On, and phenomenal customer service and support.

Key Issues Addressed by PortalGuard

Increase password security by reducing off-site help desk related calls.

Have the ability for users to change their passwords from the Office 365 portal and sync to the on-premise Active Directory while staying cost-effective.

An easy to configure solution to perform SSO to various applications.

Existing Challenges

The City of Sacramento's Active Directory policy requires all City employees to change their password every 90 days. Field workers, who do not have an office with a computer, had to contact the help desk when their passwords expired. The help desk would reset their password to a randomized password and verbally pass it along to the end-user, creating a potential security issue. Without a secure and flexible solution in place, this practice would have continued.

Customer Profile

Industry:

Government Administration

Approximately 4,000 Users

Location:

Sacramento, CA

Top Applications Used:

Office 365, Adobe Sign, Cisco Webex

Adding a layer of security to employee accounts was task number one. They also required a solution that would allow password changes from the Office 365 portal to sync back to their on-premise Active Directory without incurring unnecessary expenses. In addition to SSPR, the City of Sacramento needed a way to easily configure various applications under a Single Sign-On. With PortalGuard they found a solution that offered simplicity and ease of use both from a management and end-user experience while accessing their needs.

The PortalGuard Resolution

With the deployment of PortalGuard in their environment, the City of Sacramento saw a significant reduction in help desk calls related to account lockouts and password resets. End-users were happy to have a way to change their passwords, whether they were in the office, on the go, or during off hours, without having to contact the help desk. Implementing PortalGuard alleviated security issues related to the way password resets were verbally handled prior to the implementation. Employees who did not have a traditional desktop could now handle their own password resets from the portal. Being a municipality, the City of Sacramento could not require their users to enroll a personal device, such as a cellphone number, as an OTP option. The PortalGuard Technical Support team was able to help modify this security policy for those users who might choose to use a personal device as an OTP option.

With PortalGuard, SSO applications were seamlessly integrated under one portal for all users in the organization. With a simple management interface and straight-forward end-user experience, the City of Sacramento can efficiently access the admin dashboard to view the enrollment status and SSPR usage of each user. PortalGuard saves time and resources allowing all City employees, regardless of department and location, to focus on critical tasks while also staying within their budget. With dedicated support available at each step of the deployment process, the City of Sacramento has found additional value above and beyond the scope of the initial investment.

PortalGuard is a cybersecurity authentication package that delivers a full set of features in a single, fully customizable solution. PortalGuard provides single sign-on (SSO), self-service password reset (SSPR), two-factor authentication (2FA), and over 130 other features to ensure that each organization is equipped with the tools needed to face any authentication challenge.