

Case Study

Oaks Christian School

“Throughout the sales process, SSO campus launch and post launch, our experience with the PortalGuard team has been outstanding and positive.”

Tamma DeHart
Web Systems Administrator, Oaks Christian School



About Oaks Christian School

Located in Westlake Village, California, Oaks Christian School is a nonprofit, private, co-educational high school and middle school that opened its doors in 1997. As a private institution in California, OCS serves over 500 students, encompassing grades 5-8. The high school has grown to over nearly 1,000 students in grades 9-12. The institution needed a solution for providing Self-Service Password Reset (SSPR) and seamless Single Sign-On (SSO) to students, parents, and faculty.

Specific Pain Points

OCS didn't have (nor want) parent accounts in AD. They used PortalGuard's Custom Users table in their pstar database. This avoided additional licensing fees as well as increased maintenance of AD accounts.

The Challenge

During the 2015-16 school year, Oaks Christian School (OCS) with an enrollment of 1,400 servicing grades 5-12 wanted to learn more about how parents felt about their online experience on the school's website. They administered a survey that would assess the current value and state of the OCS website. After the survey was completed, there was constructive feedback suggesting several improvements to the OCS website. The first feedback that caught OCS's eye was that they wanted a central access point to all their resources on the website. This would make it easier for parents to navigate through a content/app heavy website. This then sparked the idea of integrating all content/apps into a user-friendly site. "Oaks account requirements are constantly changing. I have at least 20 different accounts and passwords – why can't there be one login that gets us to everything?" said one OCS parent. Lastly, and probably the biggest concern from the survey, was the idea that there wasn't one login to access all the accounts. SSO provides this, but OCS demanded that it came with enhanced security/functionality.

Customer Profile

Industry:

K-12 Education
5-12 Grade
32,000 Users

Location:

California

Top Applications Used:

Blackbaud, Canvas and G Suite for Edu

When OCS started looking for an SSO solution to service all these needs it became difficult to find one that could integrate all their web apps in one system. This was challenging because OCS needed to find a solution that could support Identity Federation. Then they came to find that many of the vendors they were vetting claimed to integrate with core applications such as Blackbaud, but after further review, OCS discovered they could not. This was a critical pain point for OCS.

PortalGuard Solution

A scalable solution that supports multiple directories, provides self-service password reset and application permissions by constituent groups, mobile accessibility, and no per user fee.

The PortalGuard Resolution

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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 campus is equipped with the tools needed to face any authentication challenge.