

**Reduced
Onboarding
process**

From 3 weeks to days

**Empowered
All workers
to access
digital services**

**Eliminated
Authentication
security risks**

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I'm so embarrassed that I waited so long to register, it was quicker than brushing my teeth.

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HYPR phishing-resistant passwordless MFA seamlessly deployed across a diverse global workforce to secure authentication in a complex work environment.

Overview



70K
Employees



1400
Offices



41K Field
Employees



200
Countries

This American Manufacturing Corporation is on the list of the “World’s Most Admired Companies” by Fortune Magazine. The company operates with two distinct employee groups: indirect or office (HR, IT, Finance, etc.) and direct or field (operating and maintaining machinery).

The Challenge

The company faced significant employee authentication challenges for both their direct and indirect workers due to the COVID-19 pandemic.

Indirect employees were required to authenticate and onboard new services in a physical, local office. HR tools could also only be accessed with a local login. This became completely unfeasible.

Direct employees, while in the field, often did not have a corporate email or mobile cell service to recover a forgotten or incorrect password. Depending upon the on-site environment, recovering a password in the field required contacting a help desk or manager or utilizing an on-site kiosk, which could lead to hours of lost productivity.

Company leadership pushed to adopt next-level security assurance, replacing password-based login on Windows and Mac laptops and workstations with passwordless authentication. This would remove security risks, like writing down passwords, and decrease help desk calls for password resets.

The Solution

In their search for the right passwordless multi-factor authentication (MFA) solution, the company’s Cyber Security Director of Identity and Access Management and Governance set four key criteria:

- Support for digital transformation
- Seamless onboarding
- Access for all employees
- Forward compatibility

Key Results

- Transformed onboarding and password reset process
- Streamlined how employees interact with services
- Thoroughly addressed geographical and cultural requirements
- Next level security assurance combined with excellent user experience

The team determined that HYPR's True Passwordless™ MFA platform would ensure they met all of their objectives. HYPR provided the security assurance that the company was seeking while delivering an intuitive, user-friendly login experience.

A critical aspect of their passwordless workforce deployment was enabling the company to onboard new indirect employees without requiring their physical presence in a local office. By using the HYPR API to integrate passwordless MFA with their Okta deployment, the company was able to provide new, indirect employees with magic links to remotely VPN into their network. The company also provisioned managers to generate the link for new employees, removing a help desk roadblock.

The company's HR platform could also only connect to one identity provider and their systems were set up with four Azure tenants. The company was able to merge their identity governance and administration (IGA) and IdP solutions with the HYPR Passwordless MFA platform to provide access for all.

The company was also able to provide YubiKeys to direct employees to authenticate using passwordless MFA without a corporate email or a mobile device.

The Results

The company successfully deployed HYPR to 69,000 global users, representing their entire workforce. This not only eliminated major security risks, it transformed their entire onboarding process, reducing onboarding time from 3 weeks to days.

Employees now can securely access their desktop systems and applications with no passwords used at any point in the process, even if they are remote, or without a corporate email or mobile device.

The company's business and HR professionals partnered with HYPR to successfully support seamless deployment with a small team. The company prioritized geographical and cultural requirements to encourage registration and adoption.

HYPR

THE IDENTITY ASSURANCE COMPANY

Contact: hypr.com/contact

Learn more: www.hypr.com

HYPR creates trust in the identity lifecycle. The HYPR platform combines modern passwordless authentication with adaptive risk mitigation, automated identity verification and a simple, intuitive user experience. With HYPR, organizations eliminate authentication failures, reduce identity fraud and unify identity risk defense while enhancing the digital experience for everyone.

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