100%
Passwordless Workforce
Helped drive cloud transformation

2 point
Cyber Maturity Gain
In third-party assessments

3,000+
Associates and Contractors
Using True Passwordless MFA

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> We had thousands of people putting in user IDs and passwords an average of 6x a day. HYPR gave us an MFA solution to improve our cybersecurity posture and a productivity solution so that we don't have all those superfluous keystrokes.

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This large super-regional insurer deploys HYPR to take authentication to the Cloud and meet key security objectives in its comprehensive digital transformation plan.

Overview

This venerable super regional insurance carrier offers personal and commercial insurance in 33 states through a vast network of independent agents and agencies. In 2015, the company embarked on an ambitious five-year digital transformation plan to help it reach the goal of doubling the size of the company.

The Challenge

The organization's digital transformation initiative aimed to modernize operations and deliver a best-in-class digital experience for independent agents and customers. As the project cornerstone, the team developed a new AWS cloud-based platform that needed to be both highly secure and easy to access.

However, the transformation strategy went far beyond the new agent platform. The strategy included migrating the organization's entire technology stack from on-premises to the cloud, from IT to HR. The company CISO knew that one of the biggest obstacles to the secure and productive use of all these cloud-based platforms and applications would be the authentication process. It needed to be simple and fast so that the new platform gained traction among agents and agencies.

Concurrently, the team engaged third-party assessors to regularly evaluate the organization's cyber maturity and uncover security weaknesses. A critical factor in proving maturity involved implementing multi-factor authentication.

The Solution

The CISO dismissed traditional MFA solutions that simply added a second factor to an already clunky system. He sought out a forward-looking solution that would be both more secure across all of the organization's environments and improve productivity.

Early on the team determined the authentication process had to use the assets people already have with them, namely their smartphone. Any solution also needed to be cloud based and work seamlessly with their new platform.

Key Results

- Rolled out strong MFA across workstations, applications and users
- Helped drive adoption of new cloud-based platform
- Smoothed secure transition to remote work
- Improved productivity by eliminating superfluous keystrokes and password resets
- Boosted cyber maturity score in independent assessments

The cyber team tasked with finding the right solution determined that HYPR True Passwordless MFA ticked all the boxes, combining ease of access with cutting-edge security.

The insurance carrier first deployed HYPR for their IT teams and some of the company's more technical users. Next they integrated it with residual on-prem apps to secure their authentication process, eventually rolling it out to all of the company's SAAS applications.

The Results

By deploying HYPR, the company significantly improved its security posture while making it easier for its workforce to access systems and resources. Strong multi-factor authentication protects across the company's workstations and applications, no matter where the user is located.

The team especially felt this during the transition to remote work due to COVID-19. For example, the company uses Workday for all its HR, information systems, and financial systems. Before HYPR, access outside the office was not protected by any type of authentication other than a password. Now team members securely access Workday through HYPR, using the HYPR Mobile App for authentication. A simple tap on their mobile device via a push notification and the authorized user gains access.

The productivity gain for users and IT teams was immediate: no more entering complicated passwords, no password-related system access issues. Problems that traditional multi-factor authentication solutions would have exacerbated.

On the security side, the move to True Passwordless MFA had a measurable impact. Prior to deploying HYPR, third-party cyber assessments had shown steady improvement but the company's lack of strong multi-factor authentication remained a persistent gap. Following implementation of HYPR, the company's cyber maturity increased two full points, to the satisfaction of the security team and the company's Executive Team and Board.