



The United States Postal Service employs 800,000 career and contract employees, including 157,000 desktop computer users in 20,000 buildings dispersed through the country. Each day, these postal employees had to use multiple passwords to access the array of applications they need for their jobs.

Because of necessarily strict security measures, the number of application-specific passwords grew to a point at which it became virtually impossible for users to remember every password they needed. The inevitable result: an increase in helpdesk calls and IT costs.

That is when Information Technology, USPS turned to Passlogix for help. The Postal Service needed an easily deployable, cost-effective solution that leveraged its investment in a Windows infrastructure and worked with all of its 800 internal applications and potentially thousands of external business applications. The obvious candidate to emerge from the seven Enterprise Single Sign-

## BENEFITS

- Quick Deployment
- Addressed #1 User Problem
- Simplified Secure Access to Applications

## DEPLOYMENT

- Thousands of applications of all types
- Microsoft Windows Authentication
- Microsoft Active Directory

**passlogix**<sup>®</sup>



## CASE STUDY

### PASSLOGIX DELIVERS FOR U.S. POSTAL SERVICE v-GO SSO Deployed in World's Largest Enterprise Single-Sign-On Installation

On (ESSO) solutions evaluated by the Postal Service was Passlogix's v-GO-SSO. "Passlogix delivered on its promise to help solve the USPS most critical end-user problem— forgotten passwords," said Bob Otto, USPS Chief Technical Officer. "The ability to leverage our current infrastructure and deploy v-GO SSO without modifying applications or completing any integration was especially important to us."

With v-GO SSO, users need only log on once - to Windows. v-GO SSO provides secure access for all Microsoft® Windows, Web, Telnet, Java, homegrown and host-based applications without requiring any application modifications, scripting or agents. Passlogix's technology uses an intelligent client-side agent that accepts any form of authentication, including passwords, PKI, smart cards, tokens or biometrics, and connects to any mainframe, Microsoft Windows, WEB, Java and homegrown program.

#### Deployment Completed in Under a Year

The Postal Service's password problems were getting costlier by the day, and the practice by users of writing down passwords on paper as reminders was creating security risks. The Postal Service needed a solution it could deploy rapidly. Passlogix obliged. Deployment of v-GO SSO and related IT projects reached completion inside of one year.

That is no mean feat considering the Postal Service's mammoth, diverse environment, which includes Windows XP Workstations, Microsoft Active Directory, a TCP/IP network, and 1,000 internal and 6,000 external applications and Websites. The Postal Service originally identified hundreds of applications

for SSO and knew the number would grow, but during the deployment the actual number was in the thousands. This mind-boggling array of applications includes Web applications, Win32 applications, mainframe applications accessed using WRQ Reflections 9 3270 terminal emulation, VAX applications accessed using WRQ Reflections 9 VT terminal-emulation, Java applications, and Windows Terminal Services.

Initial configuration was completed within 30 days of contract award, while

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*-Bob Otto, USPS Chief Technical Officer*

testing and engineering took about three months. A Passlogix systems engineer spent five days on site training two USPS engineers and assisting with the initial application configuration, v-GO SSO settings and deployment packaging. The initial configuration accomplished, four USPS engineers took full ownership of deploying v-GO SSO through Microsoft Systems Management Server, spending about 75 percent of their time on the initial deployment phase. Subsequent deployment and engineering support took about half of

an engineer's time and 10 percent of another's. Throughout the initial deployment phase, Passlogix and the USPS Information Technology team held weekly status meetings to address technical questions, review the status of feature requests and share progress updates.

"Passlogix has been a solid partner in our endeavor," said Otto. "They help us solve problems, make product enhancements we've requested, and give us a chance to influence future product direction. They've always been there when called."

With v-GO SSO in place, the number of application password resets has dropped significantly saving the Postal Service millions of dollars a year.

#### Mutual Benefits

Communication between Passlogix and the Postal Service team during the project was mutually beneficial. "The input from the USPS team has been invaluable," said Passlogix CEO Marc Boroditsky. "Many new features and suggestions have already been incorporated into v-GO SSO since we began to work with the USPS."

The experience also helped Passlogix

hone logistics associated with large deployments. "We added more detailed tracking and reporting facilities to manage the progress of the deployment," said Boroditsky, who added Passlogix also learned how to better work through SMS-related challenges and develop training packages for large deployments.

For Passlogix, the magnitude and success of the Postal Service project confirms that the company accomplished what it set out to do when it started developing v-GO SSO eight years ago—to deliver standard-setting software that is easy to deploy, cost effective, adaptable to virtually any environment, and which addresses the pervasive need for simple-to-use, robust ESSO technology.

"This deployment proves to other enterprises and government agencies that a large scale ESSO deployment can be successful," Boroditsky said.

"v-GO SSO is not only a comprehensive ESSO solution, but it's also easy to configure, administer and deploy. Many ESSO solutions have failed by not meeting all of the customer's ESSO needs, or they are too difficult to configure and require a large amount of professional services. In some cases they are too difficult and demanding for

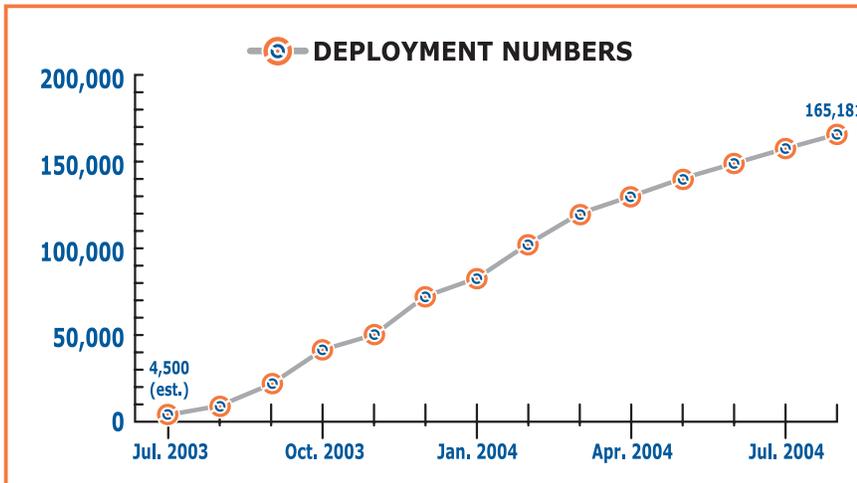
ongoing administration, requiring a large team to manage the solution and preventing its acceptance within the enterprise."

Otto said v-GO SSO plays at least two roles in the Postal Service. "The major internal postal applications are being linked directly into its enterprise directory service, and v-GO SSO is viewed as a bridge technology for those applications. Many employees are required to use smaller internal applications and external applications. v-GO SSO will be the preferred SSO solution for those systems for years to come."

Already, v-GO SSO has proven its worth at Postal Service. A large number of users immediately embraced it, though a small number have resisted the change, as is typical of any technology adoption. Some users were uneasy about needing only one password because they had learned to be careful with their passwords and to equate tight security with multiple passwords. "We win those users over a little at a time," says Otto. "The v-GO SSO product works. It does what Passlogix says it will do."

#### About Passlogix

Founded in 1996 Passlogix®, is the recognized industry leader in developing robust, easy-to-deploy sign-on solutions that deliver the infrastructure support and high return on investment enterprises demand. Passlogix combines patented intelligence-based technology with the expertise of having deployed solutions for hundreds of customers of all sizes and in all industries. When it comes to addressing your sign-on requirements and advancing authentication and identity management, Passlogix delivers proven solutions.



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