



How a Financial Firm
Boosted Password
Security with
GATEKEEPER



Overview

// 50% reduction in helpdesk tickets from passwords after deploying GateKeeper //



Operating in the financial vertical means being held to a higher standard than most when it comes to data protection and responsible operation. However, teams still need to achieve effective and streamlined processes if they are to meet the evolving needs of their consumer base.

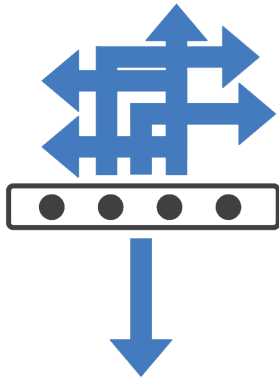


This was the quandary that met us when we sat down with BARR Financial's upper management team to discuss their needs. The team made it clear that there was no room for compromise in their industry and that operational efficacy could not come at the expense of robust security and vice versa. Our industry-leading GateKeeper Enterprise solution provided a comprehensive answer, eliminating the organization's most troublesome issues with ease.

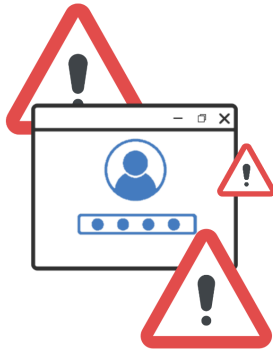
Challenges

Problem 1

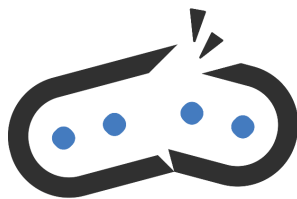
How to strengthen user passwords while maintaining the right levels of access



Passwords need to be watertight, which means they also need to be complex. The problem is, users also need to be able to remember these passwords, leading to major security issues as users create passwords they can remember easily.



Statistics show that [71% of user accounts](#) are protected with passwords used across multiple websites, while 59% of Americans use some kind of personally identifiable information in their passwords.



Working in the financial sector, the organization has an ethical and legal responsibility to protect the data of its clients. Trying to protect this by constantly changing passwords was causing severe disruption in the workplace and was deemed to be unsustainable in the long term.

Challenges

Problem 2

How to streamline user logins without compromising on security



BARR Financial reported that their user logins were far too slow. The seconds that were being lost during login were having a severe impact on the organization's operations and contributing to a major lag when extrapolated across the high number of login events every day.



Allowing users to choose and retain their own passwords proved not to be a viable solution. This approach led to the use of weak passwords, severely compromising security. BARR's CEO targeted a minimum standard of 14 characters per password.



"We love GateKeeper, we could not live without it."

- Kirk Young, CEO BARR Financial



Challenges

Problem 3

How to automate password policies and updates



Automation was deemed a possible solution for the organization, but management was struggling to find a way to implement this. BARR Financial identified an automated approach to password policy as one of its key requirements for a new way of providing monitored access to systems.



Automated password updates were also deemed critical to the evolution of BARR Financial's access standards.

This was targeted as a way to remove the problem of weak passwords and potentially eliminate the need to memorize too many user credentials.



As more than **34% of global businesses** are impacted by insider threats each year, password monitoring and control capabilities were among BARR Financial's top priorities.



It just works. No longer typing passwords. We walk up to the computer, and everything is ready for us.



Solutions

Solution 1

Utilizing GateKeeper's password manager functionality to provide time-based one-time passwords (TOTP)

The GateKeeper password manager enabled BARR Financial to benefit from TOTP, which auto-generates single-use passwords via the GateKeeper app. This solution eliminated the need for SMS or manual authentication and achieved the automated functionality BARR needed to save thousands of work hours.

Solution 2

Harnessing the power of GateKeeper Enterprise for proximity terminal access

Wireless access keys further streamlined the login process, achieving instant logins on a proximity basis via the user's unique key. At the same time, the solution actively enhanced security by enabling real-time access monitoring and boosted performance thanks to the analysis of key productivity metrics.

Solution 3

Providing a user-friendly solution through instant two-factor authentication (2FA)

BARR Financial's team members found the solutions to be highly effective and intuitive. Prior to implementation, users were generating an average of four helpdesk tickets each week due to password-related issues. Following the deployment of GateKeeper's solutions, this was slashed to only two tickets per user each month, on average. BARR Financial CEO, Kirk Young, described how his team had embraced GateKeeper, saying that the organization "could not live without" the solution.