

myOneLogin and Google Apps Help Awana Focus on its Mission

Awana is using myOneLogin to support its transition to Software-as-a-Service. myOneLogin helps this global educational ministry support hundreds of users worldwide, with simple and secure access to their web-based applications.

Challenges:

- Moving to SaaS
- Mailbox delegation
- Widely distributed users

Solution:

myOneLogin

Benefits:

- Better support for remote employees
- Reduced help desk calls
- Account delegation

For nearly 60 years, Awana has been a leader in children's and youth ministry. Awana is the only organization with fully integrated evangelism and discipleship programs for ages 2 to 18 that actively involve parents, church leaders and mentors. Each week, more than a million children and youth, 250,000 volunteers and 300-plus field staff take part in Awana in over 17,000 churches in the U.S. and internationally. This growing nonprofit supports a distributed network of employees and missionaries around the world. Awana needed to give these widely dispersed users access to the applications they need in a reliable and cost-effective manner.

Moving to Software-as-a-Service

Like many nonprofits that are watching their spending, Awana decided that the most cost-effective way to manage their computing needs was to use web-based applications and software-as-a-service instead of hosting applications internally. According to Michael Litz, Manager of Networking and Computer Services, "We'd like to put everything in the cloud, and use other people's infrastructure rather than maintaining our own."

Awana was using a mix of internal and web-based applications. Moving completely to SaaS presented challenges around managing logins:

- Users would forget passwords and call in to the Help Desk for password resets.
- Users would forget how to access their web-based applications. Or they would bookmark an application on one computer, then connect from a different system at home or on the road and not know how to access the application. Again, this generated a Help Desk call.

When Awana decided to move from Microsoft Exchange hosted in-house to Google Apps and Gmail for electronic mail, the password issue had to be addressed. Not only would Gmail represent one more account and password to manage, but password sharing was a concern. Some individuals wanted to be able to delegate the ability to check their email inbox to an assistant. Awana wanted to enable email delegation without sharing the actual accounts and passwords.



For nearly 60 years, Awana has been a leader in children's ministry.

myOneLogin and Google Apps

Awana found myOneLogin on the Google Solutions Marketplace. myOneLogin offers tight integration with Google Apps using SAML-based federation. By enabling the SSO option within Google Apps, Awana can ensure that users only connect to Google Apps using myOneLogin. This means that their Google Apps accounts are now protected with strong, two-factor authentication provided by myOneLogin.

myOneLogin also solved the problem with delegated inboxes. Using myOneLogin, it is possible to give an individual access to an application without actually giving them the password.

myOneLogin offers the same tight SAML-based integration with Salesforce, another on-demand application that Awana uses. For other applications that do not support federation standards, myOneLogin securely stores and sends the account credentials to the application when the user connects from the myOneLogin portal. Businesses can set very strong passwords, unique for each account, without worrying about users forgetting them. For some applications, myOneLogin can actually change the passwords automatically on a regular basis.

No more getting lost in the clouds

Awana included myOneLogin as part of the Google Apps rollout; to access their email, users needed to use myOneLogin. Litz also added other web-based applications to the Awana myOneLogin portal, including Salesforce, Citrix, Aetna, and many others. When they needed a few applications that were not yet on the myOneLogin service, TriCipher added them quickly.

Says Litz, "Once people started using myOneLogin they saw how convenient it was for accessing all of their web applications. In this case, seeing is believing."

Awana even uses myOneLogin as a kind of shared bookmark repository for applications that don't require logins. For example, the URL for connecting to Awana's remote support is long and difficult to remember; far-flung missionaries would have to make phone calls at inconvenient hours to get the URL for accessing support. Today, Litz publishes an icon on the myOneLogin desktop linking to the URL for the organization's remote support site. Missionaries around the globe can login and connect to that site very easily, without remembering the address.

Reaping the benefits of web applications

Today Awana's users can access all of their web applications easily, no matter where they are or what computer they are using. They can switch computers and not worry about losing credentials or application bookmarks stored on the computer.

The benefits for the technical support staff are significant, too. Help desk calls for password resets are a thing of the past, as are calls asking how to access specific applications and URLs. Using myOneLogin and web-based applications lets Awana focus on its core mission, rather than maintaining and supporting numerous on-premise applications to run its organization.



750 University Avenue, Suite 260
Los Gatos, CA 95032
Phone: +1.650.372.1300
Email: sales@tricipher.com
Sales Phone: +1.650.376.8326