Retail

How a food retailer solved its security challenges, saved budget, and optimized user experience:

A company that is active in food industry in Europe chose IDmelon when the company wanted to replace its costly authentication method with a solution that would be easily and automatically deployed and also put an end to hidden costs. Employees now simply tap their existing smartphones on one of the IDmelon Readers plugged in to various workstations. The new solution quickly identifies the employees with only a single touch on a mobile notification and enables the ID admins to manage the employees' access to the system. The solution has sped up the login process, greatly enhanced the security, and significantly cut costs.

The challenge

The company's workforce was utilizing shared computers that required employees to log in from multiple locations. Their analyst team had become frustrated by the large deal of time the company spent managing their previous hardware key solution as well as the growing costs of maintaining it. They were annoyed by the recurring costs of replacing the lost or damaged keys and delivering the keys to the new employees, which cost 20% of total keys per year on average.

This time, when evaluating options to increase the security of their shared and dedicated computers, the company considered cost, time, and user experience. The company reviewed multiple solutions, including software, security keys, and mobile phones. The company was looking for a solution that would meet the following needs:

- Phishing-resistant authentication,

- Ability to log in to their PCs and Office 365,

- Quick and easy user enrollment process,

- Cost-effective and easy to deploy,

- Compatible with existing company mobile phones,

- Minimize admin staff involvement and time to add and onboard users,

- Optimized user experience,

- Ongoing passwordless authentication,

- Minimize costs.

The solution

Allowing the use of a device, i.e. smartphones, which users already have results in cutting endless, recurring costs of HR for new hardware purchase, storage, delivery, and replacement when lost or damaged. Staff can also use secure biometric authentication methods available on Allowing the use of a device, With IDmelon, the company's employees are able to use their mobile phones with IDmelon Readers on the shared computers to log in with a simple tap. Also, there are a few dedicated computers which have the option to use smartphone for a passwordless login experience.

The result

The successful adoption of IDmelon Passwordless Orchestration Platform (IPOP) resulted in a major improvement in their cybersecurity posture and a much-enhanced user experience for their employees. With the ability to log into shared computers with just a simple tap of their existing mobile phones, the company's employees can now enjoy a passwordless login process while the company benefits from increased security and reduced costs. The IDmelon solution exceeded the company's expectations and proved to be a cost-effective, easy-to-deploy, and efficient solution to their authentication need.

Phising-resistant
Passwordless Authentication.
Superior security for workforce authentication with existing devices as FIDO security keys.