RITE AID

MIRACL Trust Retailer Benefits:

No mobile required for a secure login

Secure employee authentication without the need for a company email address

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Super **cost effective** – and significantly better value than other single sign on alternatives. In fact **90% cheaper**

Delivered a **seamless integration** with the current IT platform

Summary:

When Rite Aid wanted to enable its entire workforce to access their Adobe e-learning platform, they turned to MIRACL Trust for its simple, deployable and affordable multi-factor authentication log in system. Learn more how MIRACL Trust enabled an integrated solution - a combination of an Identity Provider and Single Sign-On - that required no management by Rite Aid, no email address for users, and stores no personally identifiable information (PII) making it a truly a zero-maintenance solution.

Opening in 1962 in Scranton, Pennsylvania, USA, Rite Aid, today employs almost 60,000 staff across its network of 2,500 pharmacy stores across the United States. The organisation focuses on health and wellness with a 'superior pharmacy experience'.

"As a Retail Pharmacy, online learning plays a critical role in the learning and development of every Rite Aid associate. During implementation we hit a roadblock – we needed a solution to enable our associates to easily & quickly log into the Learning Management System starting day 1 of working with us. Working with MIRACL to resolve this unexpected authentication issue was seamless and extremely effective.

Their solution created workarounds for our roadblocks, which resulted in a seamless login experience for our associates beginning day 1.

I appreciate the great partnership with MIRACL, and we look forward to a continued relationship as we continue to provide this seamless, passwordless authentication solution that takes less than 2 seconds to use."

Nicole Farr, Manager, Learning Design & Delivery, Rite Aid

Signing on without an email address:

For a number of years Rite Aid has operated an online authentication process with a custom-built Single Sign-On (SSO) solution - enabling seamless access to company IT.

In 2020, Rite Aid contracted IT giant Adobe to implement a highly flexible and capable e-learning platform for staff training and regulatory purposes.

Employees without a company email address, such as temporary staff, were unable to access online training because the Adobe ID process required a valid company email address to operate.

MIRACL Trust Retailer Benefits:

Multi-factor authentication that takes **less than 2 seconds** to login

No passwords or password database

MIRACL Trust does not hold personal data – the process is **data light** and unwanted data breaches are avoided

Really **easy to use**. No need for employee training to implement

MIRACL is dedicated to securing the people, knowledge, and things needed to run a digital business. Our MIRACL Trust multi-factor authentication system makes logging in easier, more secure, and smoother. It also does away with those pesky passwords.

From a technical point of view this wouldn't normally be an issue - Rite Aid could in theory link their SSO directly into Adobe Captivate Prime, bypassing Adobe ID. Unfortunately, because Rite Aid needed any connecting service to provide its own IDP (Identity Provider) service accessible outside of the enterprise's network, as well as allowing more than one inbound IDP, linking was not an option.

The solution had to be inexpensive and easy to maintain – especially as budget was limited for both the purchase and ongoing maintenance.

Third party options were struggling to address all of the requirements or were quoting significantly to high. To support the client and ensure a smooth result Adobe approached MIRACL to seek out an answer that was effective and affordable. It worked.

Design and implementation:

Implementing MIRACL Trust was seamless. Working with a highly flexible and responsive tech team at MIRACL, the process of merging the two platforms was smooth and quick.

A customised enrolment process was created to take advantage of the data already held within Adobe Captivate Prime set up, avoiding the creation of a separate data bank that could be exploited or potentially hacked. And for the employee, no specialist training was required to use MIRACL Trust authentication, which, despite being a multi-factor process, takes less than 2 seconds to implement.

MIRACL Trust enabled the enrolment of all staff - with or without a company email - authentication via Rite Aid's Single Sign-On or MIRACL's own Identity Provider service, both inside and outside the enterprise network.

This integrated solution - a combination of an Identity Provider and Single Sign-On - requires no management by Rite Aid and stores no personally identifiable information (PII) making it a truly a zero-maintenance solution.

A contract was signed for all 57,000 Rite Aid employees and MIRACL Trust is used today on an ongoing basis within the Rite Aid organisation.