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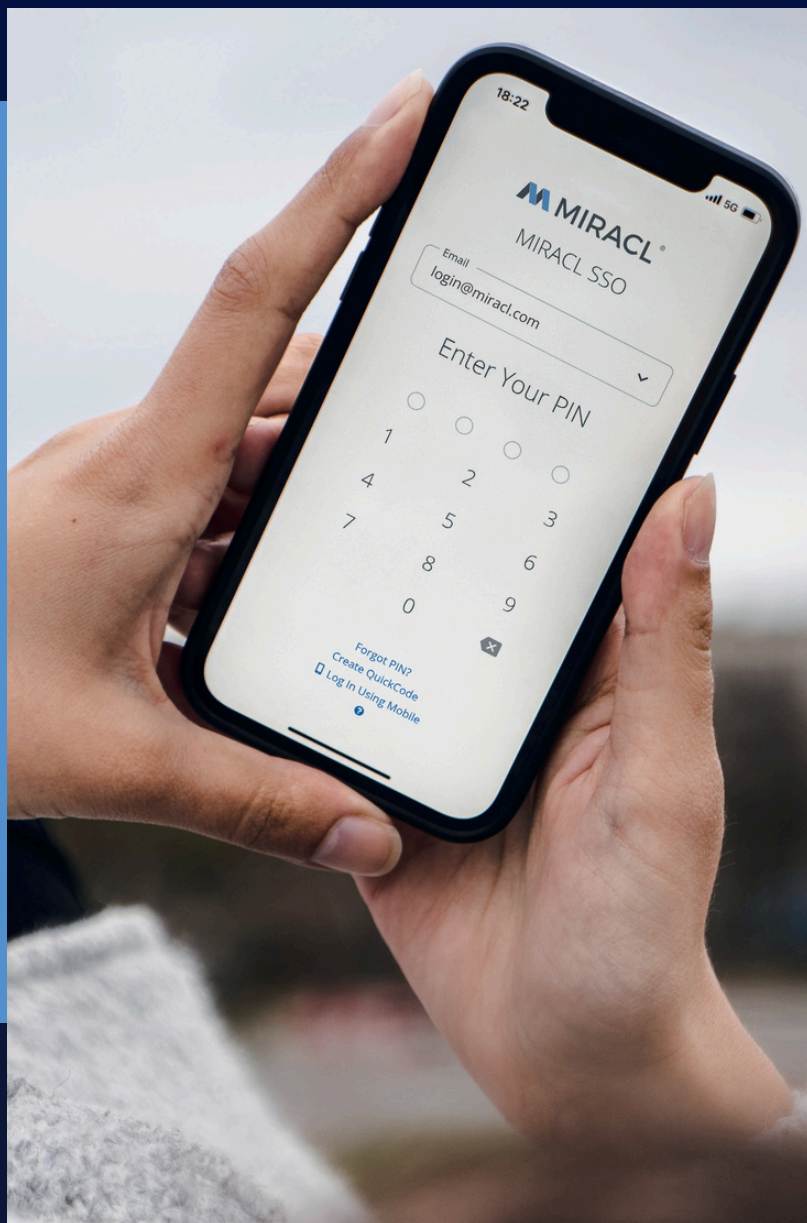
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THE FUTURE OF SECURE ACCESS: EFFORTLESS IAM AND SSO FOR SME'S & ENTERPRISES



The Future of Secure Access: Effortless IAM and SSO for Enterprises

A Modern Approach to Overcoming Authentication Challenges in the Digital Workplace

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1. Introduction

1.1 About This eBook

In today's fast-paced digital landscape, enterprise security is no longer a luxury—it's a critical business imperative. This eBook explores how traditional authentication methods fall short and why modern, seamless solutions like MIRACL's new IAM and SSO service are essential. We'll dive into the pain points of legacy systems, the innovative features of MIRACL's approach, and how your organisation can transition smoothly into a new era of secure, frictionless access.

1.2 Who Should Read This

This guide is designed for IT leaders, cybersecurity professionals, and decision-makers looking to resolve persistent authentication challenges. If you are frustrated by frequent password resets, overwhelmed by managing multi-factor authentication (MFA) issues, or simply want to future-proof your security infrastructure without sacrificing your user experience, then this eBook is for you.

1.3 How to Use This Guide

Read through the sections sequentially to understand the evolution of authentication challenges and explore detailed solutions that address these issues. You can also use the table of contents to jump to sections most relevant to your current needs—from understanding the problem to implementing best practices and real-world case studies.

2. The Changing Landscape of Enterprise Security

2.1 Why Authentication Matters

A recent study found that 45% of employees do not change their password after a data breach because security is not high on their agenda. Only a SSO or Identity Access Management Solution with the right security will remove this potential vulnerability.

Authentication is the cornerstone of digital security. It not only verifies the identity of users but also acts as the first defence against unauthorised access. In an environment where cyber threats are constantly evolving, ensuring that only verified users gain access to sensitive resources is paramount. The integrity of your authentication process directly impacts customer trust, regulatory compliance, and overall business performance.

2.2 Challenges of Traditional Methods

Traditional authentication methods—such as static passwords and mobile-dependent MFA (SMS OTPs or authenticator apps)—often create friction for users while introducing significant vulnerabilities. The complexity and inconvenience associated with these methods leads to a compromised user experience, increased support costs, and ultimately, security gaps that can be exploited by cybercriminals.

This friction matters! In a zero trust environment your employees may be authenticating 10 times per day. If every login takes each employee 40 to 60 seconds, it adds up to a big time burden.

3. The Problem: Challenges with Legacy Authentication Systems

3.1 Mobile-Dependent Authentication is Not Always Practical

Many organisations rely on mobile-dependent authentication methods (including major tech companies like Dropbox) , but these approaches have their limitations. Employees may not be willing to use their mobile devices for business purposes or always have access to – whether due to secure facility restrictions, lost or damaged devices, or poor network connectivity. This dependency can disrupt critical workflows, reduce productivity, and lead to significant operational delays. Moreover, employees spend up to 50 minutes a day of working hours on non-work-related mobile activities, showing the distraction potential of external devices.

3.2 Password Fatigue and User Frustration

The modern workplace demands the management of multiple passwords and complex authentication steps. Over time, this leads to password fatigue—a state where users become overwhelmed and resort to insecure practices like reusing passwords (78% of users reuse passwords), writing them down, or blindly approving authentication requests for other users, as occurred in the breach of Uber. The result is not only a diminished user experience but also an increased risk of security breaches.

3.3 Inadequacies of most MFA Against Phishing

While MFA solutions have been introduced to combat sophisticated cyberattacks, many still rely on methods such as SMS codes or app-based notifications that are susceptible to interception or non-delivery. This represents a critical vulnerability given that phishing is the fastest growing vector of attack. Moreover, these methods complicate users' journey, introduce points of failure and often do not provide the robust security required to thwart modern phishing attacks.

3.4 IT Support Overload: The Hidden Costs

Forrester Research estimates that the average cost of a single password reset support call is \$70. Gartner estimates that 40% of support calls relate to password resets. Beyond forgotten passwords, IT support teams spend countless hours resolving issues related to multi-factor authentication errors, unreceived one-time codes, and other access problems. This support burden not only escalates operational costs but also diverts resources from more strategic initiatives. The hidden cost of inefficient authentication processes is reflected in both direct support expenses and lost productivity.

4. The MIRACL Solution: Simple, Secure, Phishing-Resistant Access

MIRACL's new IAM and SSO service reimagines the authentication process by eliminating unnecessary complexity and enhancing security at every access point.

4.1 Password-less, Mobile-Free Authentication

Forget about the hassles of remembering complex passwords or relying on a mobile device for authentication. MIRACL's solution leverages advanced cryptography to provide a secure, single-step login process that takes just 2 seconds from any browser or device and is both intuitive and resilient. Crucially, the user does not need a mobile phone because many workplaces don't allow mobiles, for example shops, classrooms and hospitality venues. This means no more juggling usernames and passwords, and no dependency on a secondary device.

4.2 Seamless Single Sign-On (SSO) for All Enterprise Applications

With MIRACL's SSO, users log in once and gain immediate, secure access to all their enterprise applications. Whether your infrastructure is cloud-based, on-premises, or a hybrid environment, our solution seamlessly integrates to offer a unified authentication experience. This not only simplifies access management but also significantly reduces the likelihood of security breaches due to fragmented credentials.

4.3 Phishing-Resistant MFA Across 100% of Access Points

MIRACL's state-of-the-art MFA is designed to be resistant to phishing and other social engineering attacks. By employing robust, cryptographic authentication methods, every access point is secured without relying on traditional methods that are susceptible to interception. This comprehensive protection ensures that your organisation is guarded against emerging threats.

4.4 Drastically Reduce IT Support Costs

By streamlining the authentication process and eliminating the need for password resets and multi-factor authentication complications, MIRACL's solution substantially reduces the burden on IT support teams. Fewer support tickets mean lower operational costs and more time for your IT staff to focus on strategic security initiatives.

5. Benefits of Adopting the New IAM and SSO Solution

5.1 Secure Access, Anywhere, Anytime

MIRACL's solution empowers your workforce with secure access regardless of location or device. Whether your employees are in the office, working remotely, or on the move, they can log in swiftly and securely in just 2 seconds. No requirement for an authenticator app or an SMS or emailed one-time code.

This flexibility enhances productivity without compromising security.

5.2 Frictionless UX with Higher Adoption Rates

A seamless user experience is crucial for widespread adoption. MIRACL's single-step authentication process reduces the friction commonly associated with traditional login methods, resulting in higher user satisfaction and lower instances of workarounds that can compromise security.

5.3 Compliance and Future-Proofing Your Security Infrastructure

Staying ahead of regulatory requirements is easier when your authentication solution is built for the future. MIRACL complies with modern standards such as GDPR and PSD2 and uses industry best practice Zero Knowledge Proofs, ensuring that your security posture remains robust even as regulations evolve.

5.4 Cost Savings and Operational Efficiency

The financial benefits of adopting MIRACL's IAM and SSO solution are significant. Reduced IT support costs, fewer password-related disruptions, and elimination of hardware dependencies translate directly into cost savings. This operational efficiency allows you to redirect resources toward growth and innovation.

6. Implementation and Integration: A Smooth Transition

6.1 Integration Simplicity and Speed

MIRACL's solution is designed for easy integration into your existing IT ecosystem. Linking directly into your existing user management mechanism (like Active Directory, Google Workspace, etc.) the deployment process is quick and straightforward, minimising downtime and disruption to your operations.

6.2 Best Practices for Deployment

Based on previous systems, it might be possible to start with a pilot phase to gather feedback and fine-tune the implementation. Regardless the process is remarkably straightforward—with comprehensive training sessions and detailed documentation available to help both end-users and IT teams transition smoothly. And if you ever need assistance, you can chat with one of our experts anytime.

6.3 Real-World Case Studies

Organisations across diverse industries have already transformed their authentication processes with MIRACL. For example, a major healthcare provider saw a 70% reduction in password-related support calls, while a global retail brand improved login success rates dramatically (With login success rates for MIRACL Trust as high as 99.997%). These case studies underscore the tangible benefits of moving away from legacy systems to a modern, streamlined approach.

7. Conclusion and Next Steps

7.1 Recap of Key Points

- **The Challenge:** Legacy authentication methods are cumbersome, vulnerable, and expensive to maintain.
- **The Solution:** MIRACL's IAM and SSO service offers passwordless, mobile-free, and phishing-resistant access that enhances security and simplifies user experience.
- **The Benefits:** Improved security, streamlined user experience, significant cost savings, and compliance with evolving regulations.

7.2 The Future of Secure Access

The authentication landscape is evolving rapidly, and your security strategy must evolve with it. Modernising your approach with MIRACL's solution not only prepares your organisation for future threats but also empowers your workforce with efficient, secure access—no matter where they are.

7.3 Call to Action: Secure Your Enterprise Today

Don't let outdated authentication methods hinder your organisation's growth. Embrace a future where secure access is seamless and hassle-free.

Ready to transform your authentication process?

Contact us today at sales@miracl.com or visit miracl.com to schedule a demo and discover how you can unlock a new level of security and efficiency for your enterprise.

8. Customer Testimonials and Success Stories

Crédit Agricole

"What would I say to companies considering MIRACL? In a few words: go for it! If you want to secure access to your services, rest assured that you can do it very, very safely with MIRACL."

– IT Director

MYLOTTOHUB

"As we journey to make a reliable gaming environment for the Nigerian gaming populace, we are also keen on platform integrity, and prevention of account takeovers, hence our new partnership with MIRACL."

– Co-Founder

CASHFAC

"People are surprised by how straightforward MIRACL is. It cuts through the fears people have about changing access to a system, such as getting locked out accidentally. Onboarding customers is simple. The feedback has been really positive, all the way up to board level."

–CRO

Rite Aid

"MIRACL's solution created workarounds for our roadblocks, which resulted in a seamless log in experience for our associates beginning day 1."

–Manager

NTT i3

"MIRACL's zero password authentication solutions, which eliminate authentication database breaches and improve the user experience for end users, deliver immediate security benefits."

–Chief Architect



**We invite you to register your interest for a free,
no-obligation consultation with one of our
experts.**

[Schedule Your Free Consultation](#)

Or simply email us at sales@miracl.com
to get started.

ISBN: [Ebook ISBN Number] ebook Design by Cloudmundi
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