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University replaces patchwork access with unified control

POINT 19 02 LOMA
NAZARENE UNIVERSITY

Country: **USA**

Employees: **1,500**

Industry: **Education**

Website: **pointloma.edu**

Products Featured

- OneLogin

Solutions Featured

- Access management

Results

- Eliminated 1.5-2 hours of daily manual access tasks
- Centralized access across ~70,000 total accounts
- Enabled consistent MFA enforcement across all major applications
- Improved efficiency of security investigations through a single authentication layer

Summary

Point Loma Nazarene University supports a large and diverse user population – from students, faculty and staff to alumni and parent accounts – across a growing number of applications. The university was in need of a centralized, scalable approach to authentication and identity lifecycle management.

In 2017, Point Loma implemented OneLogin to reduce manual efforts, enforce consistent security and simplify access across tens of thousands of accounts.

Challenges

Before OneLogin, Point Loma grappled with a fragmented identity environment that created both operational and security challenges. Identity management relied on a finnicky, homegrown synchronization between Active Directory, Google Workspace and Canvas, requiring constant manual intervention to keep systems aligned for provisioning, deprovisioning and authentication.

Solutions

OneLogin introduced a single, centralized authentication layer that eliminated the need for custom synchronization, streamlined provisioning workflows and enabled consistent MFA enforcement across all the university's major applications.

The Story

Before OneLogin, identity and access security at Point Loma Nazarene University was held together by a set of custom-built systems that required constant attention from the IT team.

The university began exploring centralized authentication through Auth0, which helped introduce the idea of single sign-on (SSO) internally. But as Joe Alcorn, Director of Systems and DevOps at Point Loma Nazarene University, explains, it was never built for the scale or structure of an enterprise university environment. Only a small number of applications were integrated, and critical gaps lingered – especially around multi-factor authentication (MFA).

"That was the big missing piece," Alcorn said. Without built-in MFA support across systems like Google Workspace, the university couldn't extend consistent security controls across its environment.

> The biggest operational burden, however, was **password management.**

Reining in sprawling user accounts

"Password management across multiple platforms was a nightmare," Alcorn said. The IT team relied on homegrown synchronization between Active Directory, Google Workspace and Canvas. The integration between these systems was fragile – easy to break and time-consuming to repair. Every update risked pulling the systems out of sync. And in an education environment, updates are constant, requiring Alcorn to spend one to two hours each day on manual deprovisioning and provisioning processes.

As the university grew, so did its complexity. Point Loma needed to support not only student and staff accounts, but also alumni access and parent accounts tied to student records. These "third-party" accounts added an entirely new layer of identity management challenges, especially around governance and controlled access to sensitive data like grades and billing.

> There was no simple way to manage these identities consistently across systems without increasing risk or workload.

Simplifying the chaos with a single point of entry

In 2017, the university implemented OneLogin with a clear goal: Replace fragmented authentication and eliminate the need for custom synchronization between systems.

OneLogin replaced the need for fragile synchronization that required constant manual correction, and the university gained a single-entry point for authentication and access management.

> "It just worked," Alcorn said.

As additional applications were brought into OneLogin, MFA became consistently enforced across the university's major platforms. Identity lifecycle processes were also simplified as integrations evolved – connecting OneLogin with Workday to support more automated provisioning and deprovisioning workflows that included third-party parent accounts.

From 360 hours of annual, manual tasks to 360-degree visibility and control

The operational impact was immediate. What previously required hours of daily, manual effort, especially around onboarding and offboarding users, became automated.

Beyond efficiency, the biggest shift came in security operations. Instead of investigating authentication activity across multiple disconnected systems, the IT team now had a single place to look.

The Point Loma team successfully traded in 360 hours of annual, manual tasks for 360-degree visibility and control. What was once fragmented and manual is now centralized, automated and visible through a single identity layer.

> **"Where we're really seeing the benefit is when we have to do security investigations. We're looking at one point of authentication that we have to investigate instead of hopping into five different apps to try to figure out what is going on."**
>
> *Joe Alcorn*
> *Director of Systems and DevOps, Point Loma Nazarene University*

About OneLogin

OneLogin delivers enterprise-grade access management that is affordable for organizations of any size. With cloud and SaaS single sign-on (SSO), adaptive multi-factor authentication (MFA), and automated lifecycle management, OneLogin secures employee, contractor, and customer access to SaaS applications while reducing password fatigue and freeing IT teams from manual provisioning work. More than 11,500 organizations trust OneLogin to manage over 42 million identities.

Learn more at www.onelogin.com.

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