



# Provide a seamless omnichannel customer experience, without the hassle of multiple password management

## Simplify the customer experience, without compromising security

Today's customers expect a seamless and consistent experience—regardless of how, when and where they are interacting with your organisation. Providing a single sign-on facility, rather than requiring customers to sign-in across multiple applications and locations, is now essential.

Yet without the right tools and systems in place, facilitating single sign-on functionality can be complex and time-consuming for your IT team. If done poorly, it can also impact the customer experience, expose your organisation to security risks, and affect your data compliance.

This is where a ZTrust Single Sign-On solution (ZTrust) by Prodevans can make all the difference.

## Transform how customers interact with your organisation

Powered by Red Hat Single Sign-On, ZTrust offers a simple, secure and reliable way to deliver a single sign-on experience for your customers—as well as providing peace of mind for your IT team. Customers can move seamlessly through a transaction with your organisation, without needing to login to other applications, including social media networks such as Github, Google and LinkedIn. The login module and all notification emails your customers see, can also feature your organisation's branding, ensuring a professional experience from start to finish.

## Benefits include:

- **Ease of use** – enables you to manage your applications from a central location and unlock access for specific users with just one click.
- **Support for multiple user groups** – allows multiple groups of users, all sharing common accesses and privileges, to use the same application securely, thanks to multi-tenancy at the realm-level.
- **Industry-leading authentication** – leverages JWT token-based authentication, along with JWE, certificate-based JWE encryption and Java apps.
- **GDPR compliance** – incorporates a range of features to adhere to complex compliance requirements, including deactivate controls, multi-factor authentication, Captcha on login and registration, and more.
- **Security controls** – prevents access to sessions which aren't current, and provides customised alerts when repeated failed login attempts are made.
- **Sophisticated monitoring and tracking** – incorporates 'one-to-many' user mapping, which enables single phone numbers and emails to be mapped with multiple user IDs, to authenticate selected users.
- **Disaster recovery and backup** – includes a disaster recovery environment and database to assist in case of outages and issues.
- **Supports role-based access** – can optimise huge ID tokens, generated based on role-based access controls. Features a wrapper to optimise ID tokens and retrieve roles directly after authentication.



Red Hat



## Keep your customer data safe from cyberattack

As well as incorporating a range of leading security measures, ZTrust features a mechanism to detect brute force attacks – the trial-and-error technique attackers use to discover valid credentials. The solution identifies and blocks attempts to gain unauthorised access. Customised notifications can also be set up to alert system administrators or security teams, when multiple failed login attempts are detected from a single IP address within a certain timeframe.

## Why choose Prodevans to implement your single sign-on solution?

Prodevans is a technology transformation leader, with more than 19 years' experience in technology infrastructure, development, quality assurance and support. The team is passionate about delivering value to businesses through cloud technologies, and has helped a wide range of organisations in India and APAC achieve successful digital transformation.

"We've been utilising the SSO product for a number of months, and it has significantly streamlined our login procedure. We got a few of our applications secured by the solution with added security benefits and several other features. Overall, we heartily endorse this software to any company seeking to streamline their login procedure and strengthen security."

**Snehashis Das** Product Management, Leading mobility solution provider in the world

## Technology Used

- Red Hat Single Sign-On
- Red Hat OpenShift
- Red Hat Enterprise Linux
- Red Hat Runtimes

### About Prodevans

Prodevans Technologies Pvt Ltd is a leader in technology transformation with a range of solutions in technology, infrastructure, and support that have been thoughtfully crafted by a team of problem solvers and technologists, with a focus on delivering a better experience and better ROI at reasonable price points. Prodevans helps customers de-risk operations, unhinge growth & future-proof their businesses.

### About Red Hat

Red Hat helps customers standardise across environments, develop cloud-native applications, and integrate, automate, secure, and manage complex environments with award-winning support, training, and consulting services.

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