TOWN OF MOORESVILLE

RapidIdentity 🏛

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>
> *The best feature of RapidIdentity MFA is the broad flexibility with fourteen different authentication methods.*
>
> Jeff Martin, Network Administrator at Town of Mooresville

Town of Mooresville, nicknamed "Race City USA" for its influence in professional race car driving, is located 25 miles north of Charlotte, North Carolina. The city employs approximately 475 staff members to serve the town's 38,000 residents, including 90 police officers, 90 firefighters, and administrators in departments, such as city hall, finance, parks and recreation, public utilities, public works, and more.

THE CHALLENGE

In order to stay compliant with Criminal Justice Information Services Security Policy (CJIS) and Payment Card Industry Data Security Standard (PCI DSS), Town of Mooresville had an existing Multi-Factor Authentication (MFA) system in place for its 90 police officers. However, this solution required multiple logins per device and application, adding frustration and consuming valuable time.

When the town decided to roll out MFA beyond their 90 police officers to 475 total users, they knew the existing solution was too limited to meet their needs. However, when looking at MFA vendors, they did not find the flexibility and broadness needed to scale. The majority of MFA methods were too limited, forcing the town to make a choice between necessary authentication options. In addition, none of the solutions would work with the organization's existing Radio-frequency identification (RFID) proximity badges.

SOLUTION

The Town of Mooresville turned to Identity Automation's RapidIdentity MFA for its wide flexibility and breadth of MFA methods with 14 different authentication methods to meet the needs of today and tomorrow.

The town is utilizing hard and soft token One Time Passwords (OTPs) and Identity Automation's Push Authentication, PingMe. In addition, existing RFID

IDENTITY AUTOMATION

proximity badges employees already use for physical building access and to clock in and out are now used to securely open Windows devices as well.

RESULTS

RapidIdentity MFA provided the Town of Mooresville the MFA methods they need to stay CJIS and PCI compliant, while also allowing employees flexibility, depending on their type of work and personal reasons. For example, staff can use hard token OTPs to authenticate, so employees are not obligated to use a personal device and the town is not responsible for cell phone reimbursements.

Stationary departments, like the administrators and finance team use their RFID badges to authenticate to their Windows devices. "Everyone has a RFID badge in our organization, so being able to leverage that existing investment to access Windows was a huge benefit for us," says Jeff Martin, Network Administrator at Town of Mooresville. "We've had a lot of positive feedback on how scanning the RFID badge to unlock the computer allows our staff to get back to work quickly."

On the other hand, mobile staff, such as police officers, use OTP soft tokens or Push Authentication to login. In case their phone dies, OTP hard tokens act as an extra precaution for law enforcement officers, so they have the hardware token to fall back on.

Ultimately, RapidIdentity MFA enabled the Town of Mooresville to remain CJIS and PCI compliant, while also leveraging time saving methods for logging in and out of workstations, increasing efficiency and enhancing the user experience for staff.

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> *RapidIdentity MFA is a significant time saver — our users just swipe their badge to unlock workstations. With an average of 10 logins per day for each user, we are collectively saving an estimated 26 hours per day.*
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> Jeff Martin, Network Administrator at Town of Mooresville