

## Secure Collaboration with myOneLogin and Central Desktop

Tandem Business Specialists relies on myOneLogin and Central Desktop to support secure and efficient online collaboration and project management for its employees serving diverse financial services companies. Central Desktop enables online collaboration, while myOneLogin protects the privacy and security of online data by combining strong authentication with single sign-on to all of Tandem's web applications.

### Challenges:

- SaaS-based business infrastructure
- Widely distributed users
- Client data privacy

### Solution:

myOneLogin Secure Single Sign-On with Central Desktop

### Benefits:

- Online collaboration and project management
- Web single sign-on
- Multi-factor security

Tandem Business Specialists offer expert and reliable virtual back-office assistance and consulting services for financial services companies. Tandem brings extensive experience, in-depth product knowledge, and unwavering professionalism to each business relationship. The company's unique combination of industry experience, portfolio management software expertise, customer service and proprietary processes and infrastructure allows Tandem to provide its clients with the highest levels of service and quality assurance.

Headquartered in Texas, Tandem Business Specialists has mobile and remote employees serving different financial services clients. Instead of maintaining internal applications, Tandem made the strategic decision to run its business using web applications, eliminating the overhead of internal application maintenance and support.

### Online collaboration and teamwork with Central Desktop

Tandem uses Central Desktop to manage projects, organize documents and data, and share information easily between its distributed employees. Central Desktop takes care of much of the 'business' of the company, including task assignments, workflows, document creation and sharing, etc. The company creates dedicated workspaces for each client to organize workflows and support collaboration.

Tandem also uses other on-demand applications, including Salesforce for customer relationship management, Jott for voice-to-text conversion, GoToAssist for remote support and MozyPro for backups. With all of these web applications, managing the accounts and logins presented a growing problem and risk.

Says Andrew Town, Managing Partner for Tandem Business Specialists, "Security is always a concern. Our client information is absolutely confidential, and I need to make sure it stays that way."

## Secure web single sign-on

Town found myOneLogin on the Salesforce AppExchange. myOneLogin creates a single, secure login to web applications, strengthened with multi-factor authentication and centralized control. myOneLogin addressed Town's security concerns by protecting access to the web-based applications the company uses.

- Every account can have a unique strong password, because no one has to remember them—no more 'weak' passwords, shared passwords, or passwords written down by the computer.
- myOneLogin can automatically change the password for many applications according to password policies.
- Users do not need to remember or even know their passwords, making them immune to phishing attacks. (You cannot reveal something you do not know.)

## Tight integration with Central Desktop, Salesforce

myOneLogin offers tight integration with Central Desktop, Salesforce and Google Apps Premier using the SAML federation protocol. myOneLogin communicates with each of these applications in a trusted relationship using SAML for additional security advantages:

- User names and passwords are never sent between myOneLogin and the application; instead, the applications exchange encrypted SAML assertions.
- Tandem can provision users to Central Desktop, Salesforce or Google Apps without actually giving them the accounts and passwords.
- Users cannot connect to those applications unless they use myOneLogin and its strong authentication.

## Extending web single sign-on to all web applications

myOneLogin offers secure single sign-on to all of the web applications that Tandem's employees use, including some fairly unique to their business. Says Town, "TriCipher's support has been very responsive when I request something not already listed in the available applications. myOneLogin also lets us on-board our own applications immediately, which is quite useful."

*"Security was the driving factor for me—the convenience of single sign-on sold everyone else on myOneLogin."*

By combining strong authentication with web single sign-on, myOneLogin secures access to business accounts while making it simpler for Tandem's employees to work and collaborate online. Says Town, "Security was the driving factor for me – the convenience of single sign-on sold everyone else on myOneLogin."



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