APPSIAN

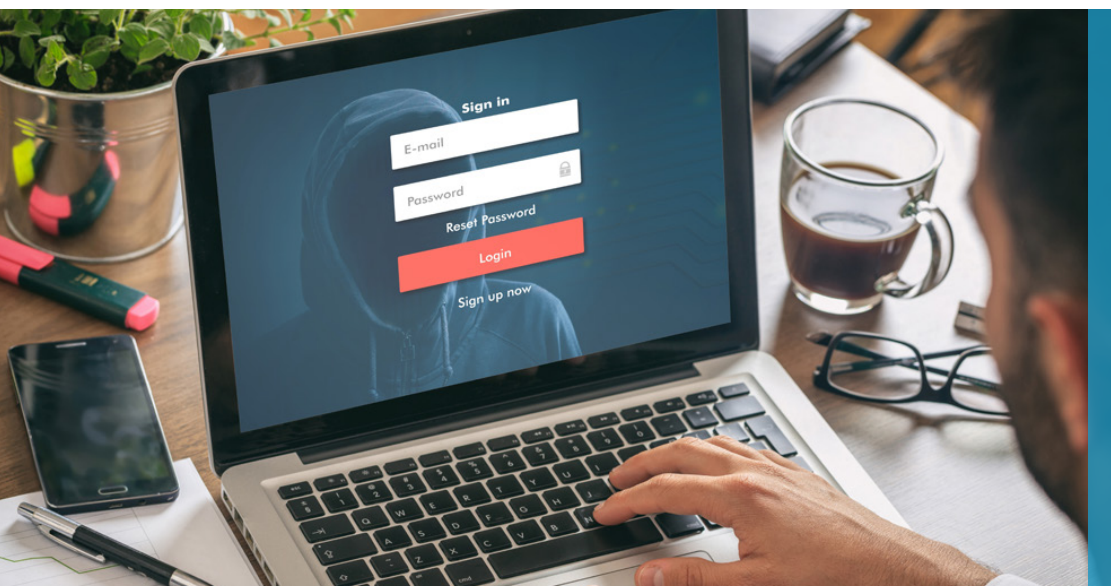# Integrating a SAML Single Sign-On for PeopleSoft

Simplify the user login process while achieving greater user engagement and enhanced security compliance.

Abstract

Studies indicate that password reset requests make up an estimated 50% of total IT helpdesk calls. Considering the time spent in each reset / recovery attempt can be up to 30 minutes, the labor cost of each reset request has been estimated to be as much as $70 (not including the opportunity cost of lost productivity for the end user who is locked out of their account)[1]. Safe to say that password-related issues can be a perpetual drain on IT labor resources, budget, and employee productivity.

Using a Single Sign-On (SSO), organizations can establish a centralized authentication system and help their IT teams manage support costs and perform password database provisioning efficiently. Additionally, by reducing user downtime associated with password reset and recovery, a single-sign-on solution helps drastically increase end-user productivity.

However, when it comes to PeopleSoft, an SSO that is not directly integrated into an existing PeopleSoft webserver cannot provide the same seamless experience available with other enterprise applications. Unique to PeopleSoft – there is no native SAML support – a fact that most off-the-shelf SSO providers are unaware of and is typically discovered later during implementation/testing. In other words – a one-size-fits-all approach to PeopleSoft Single Sign-On will cause nothing more than frustration. So how do organizations ensure that their PeopleSoft systems are a seamless environment that enables productivity and efficiency?

Challenges

Single Sign-On solutions are a cornerstone of enterprise applications. However, implementing an SSO for PeopleSoft has challenges:

• PeopleSoft has NO native SAML support
• Off-the-shelf SSO solutions that are not directly integrated into PeopleSoft do not work without complex and costly customizations
• Custom (in-house) SSO solutions are generally insecure, fragile, and difficult to troubleshoot

Solution

Appsian solves these challenges by being the only vendor offering a single sign-on solution that directly integrates with SAML identity management solutions: Active Directory, Azure, OKTA, Shibboleth, etc. for seamless PeopleSoft access in a manner that ensures maximum productivity, maximum security & access control, and with rapid implementation with no added customizations to your existing systems.

Challenges

PeopleSoft does not have native support for SAML

PeopleSoft lacks native support for SAML which is the widely accepted identity federation standard. Most off-the-shelf SSO providers are unaware of this, and do not consider or address this critical challenge during implementation discussions. The inevitable roadblock of PeopleSoft lacking SAML support comes up during testing, thus compelling your SSO vendor to suggest a customized solution to save your PeopleSoft environment from being alienated from the rest of your enterprise applications.

Custom developments are not ideal

Off-the-shelf SSO solutions need to be significantly modified in order to work with PeopleSoft. Organizations need to build an extensive framework of additional customizations and hardware in order to simulate communication between PeopleSoft and their respective identity provider (ADFS, Shibboleth, etc.). In addition to prolonged implementation, customizations to SSO solutions are insecure, fragile, lack functionality for some transactions, and originate problems that are difficult to troubleshoot. They also require the procurement of extra infrastructure (reverse proxy server) resulting in possible project budget overruns.

Solution

Accelerate threat detection, reporting, and response

PeopleSoft Single Sign-On (PSSO) by Appsian is designed to create a simple, extensible, and easy-to-maintain approach to the implementation of modern authentication and SSO technologies. PSSO supports identity federation through the implementation of related rules capable of responding to assertions/claims from SAML/ADFS providers.

Being the only native SSO solution for PeopleSoft, PSSO allows organizations to support SAML-based authentication technology without any customizations or additional infrastructure. PSSO eliminates the need for end-users to utilize multiple passwords and empowers them to seamlessly transition between PeopleSoft applications using a single, strong login credential. It also empowers IT teams to centralize authentication management and makes it easy for them to provision password databases as employees come and go in the organization.
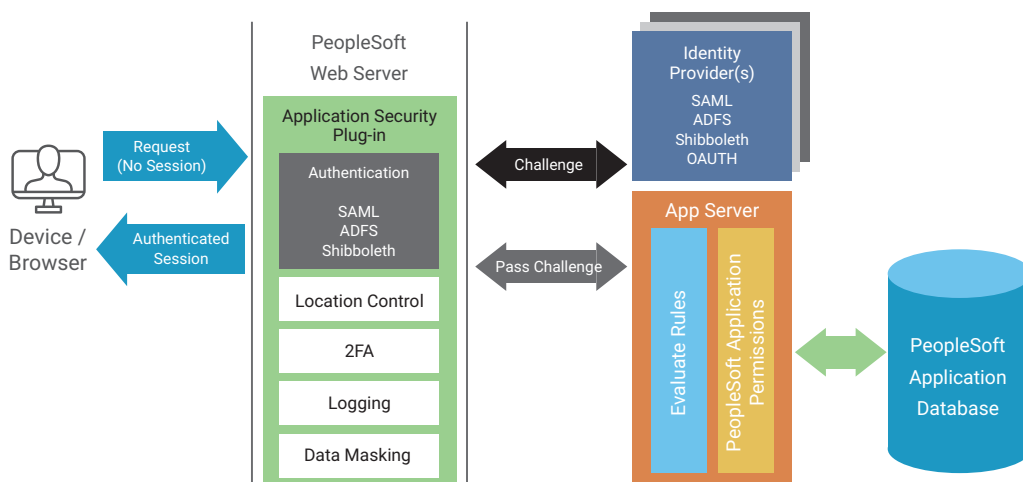
Use Cases
- Authenticate PeopleSoft sessions via ADFS and Microsoft 365
- Access PeopleSoft via deep link navigation (sent by email or other enterprise communication channels)
- Utilize PeopleSoft links from a 3rd party portal

To request a live demo and consultation of PeopleSoft Single Sign-On with a Solutions Specialist, please email us at info@appsian.com

[1] http://www.sparkhound.com/blog/does-one-password-reset-cost-your-company-7-or-70-every-time-the-password-is

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