

## Case Study: Zoom Video Communications

Supporting SSO authentication for multiple applications to enhance security, ease user fatigue, and meet compliance requirements

### Situation

Zoom brings teams together to get more done in a frictionless and secure video environment. Zoom's easy, reliable, and innovative video-first unified communications platform provides video meetings, voice, webinars, and chat across all devices and spaces.

The company's services have seen explosive growth since the onset of the COVID-19 pandemic as a leading resource enabling people and businesses to continue working and communicating in a stay-at-home world.

Zoom uses Fastpath Assure for their segregation of duties, identity management, and access certifications. Zoom wanted to provide Single Sign On (SSO) capability to their business applications to reduce the fatigue of tracking multiple usernames and passwords for the employees to access their various accounts.

### Solution

**Fastpath Assure helped Zoom implement SSO with Okta for secure user authentication**

Zoom decided to use Okta, an identity and access management application that can manage secure user authentication to multiple applications or devices, for their SSO solution. Fastpath Assure integrates natively with Okta seamlessly through its support for authentication standards, including the Security Assertion Markup Language (SAML), which helps computers and applications share security credentials.

### Results

**Simplified user management, improved time management, more transparency...and happy employees**

In addition to simplifying user logins to multiple applications, Okta makes it easier for administrators to have a single source from which they can manage, enable, and disable user access to the company's business applications. Security through Okta has helped facilitate Zoom's compliance with Sarbanes-Oxley and other regulations by validating all logins to user accounts, providing transparency for auditors.

## Analysis in Brief

### Company Profile

Zoom brings teams together to get more done in a frictionless and secure video environment. Zoom's easy, reliable, and innovative video-first communications platform provides video meetings, voice, webinars, and chat across all devices and spaces.

### Business Situation

Zoom wanted to use Okta to provide Single Sign On (SSO) capability to their business applications to reduce the fatigue of tracking multiple usernames and passwords for the employees to access their accounts.

### Solution

Zoom used Fastpath Assure to provide seamless integration with Okta for SSO.

### Fastpath Assure Modules

- Native support for authentication standards, including the Security Assertion Markup Language (SAML) which helps computers and applications share security credentials.

*"The support has been excellent. We've had a positive experience with Fastpath, and I certainly think it's a product other companies can benefit from."*

### Greg Heidner

Senior Systems Compliance Analyst, Zoom



“While it’s hard to quantify the benefits of this type of solution, the ability to handle SSO has made an impact,” said Greg Heidner, Senior Systems Compliance Analyst for Zoom. “It’s a big time saver because it’s one less thing I have to worry about. If someone leaves the company, I can just pull their credentials at one time. Having that peace of mind that you don’t have to remember everything is certainly a benefit. While it’s a small thing, those small things add up to big benefits across the organization.”

And what about Fastpath?

“The support has been excellent,” Heidner responded. “If we raise an issue, it’s resolved very quickly—typically in the next release. We appreciated that Fastpath takes our feedback very seriously. Overall, we’ve had a positive experience with the company and the product, and I certainly think it’s something other companies can benefit from.”

### **About Zoom Video Communications, Inc.**

Zoom Video Communications, Inc. (NASDAQ: ZM) brings teams together to get more done in a frictionless and secure video environment. Our easy, reliable, and innovative video-first unified communications platform provides video meetings, voice, webinars, and chat across desktops, phones, mobile devices, and conference room systems. Zoom helps enterprises create elevated experiences with leading business app integrations and developer tools to create customized workflows. Founded in 2011, Zoom is headquartered in San Jose, California, with offices around the world. Visit [zoom.com](https://zoom.com) and follow [@zoom\\_us](https://twitter.com/zoom_us).

### **About Fastpath**

At Fastpath, our mission is to deliver software solutions that seamlessly empower our clients to take control of their security, compliance and risk management initiatives.

If you are spending countless hours preparing for your audits, struggling to comply with legislative requirements like Sarbanes Oxley (SOX), HIPAA, FDA, or just need help reviewing who has access to what within your ERP, Fastpath can help. Fastpath’s suite of tools can help your company with risk analysis, access certification, role management, compliant user provisioning, emergency access management, and continuous monitoring.

Our tools work across many platforms including SAP, Oracle EBS, Oracle Cloud, Microsoft Dynamics (365, AX, GP, NAV, SL and CRM), NetSuite, Sage Intacct, Workday, Workiva, SailPoint, JD Edwards, PeopleSoft, Salesforce, ServiceNow, Coupa and Acumatica.

[Contact us](#) to learn more about our solutions or to request a [customized product demonstration](#).