yubico

Reduce costs and enable easy-to-use modern authentication for manufacturing with the YubiKey

The manufacturing industry is complex with systems and technology not only to support the manufacturing of goods, but to support daily operations as well. The continued reliance and support of legacy authentication systems can lead to lost productivity, delayed supply chains, and increased Opex and Capex costs.

Usernames and passwords are cumbersome to manage and drive up costs. Forrester estimates that help desk calls for password resets can cost a company $35 each assuming a 2,088-hour work year, $85,000-per-year fully loaded compensation for help desk associates, and 12 minutes spent per call resolving an identity administration case[1]. Other authentication methods such as mobile authenticators (push notifications, OTP and SMS codes), aren't secure and offer a poor user experience—users must wait for and enter codes to authenticate. Additionally, mobile authenticators fail altogether in mobile-restricted or low connectivity areas.

Manufacturing environments need an easy-to-use, modern authentication solution. One that is scalable, can withstand the rigors of the manufacturing floor, and can be used to simply and securely access systems and applications, whether these are accessed daily or even more infrequently, without the time and costs associated with password resets.

Easy-to-use, modern authentication with the YubiKey

The YubiKey is a hardware security key that provides strong two-factor, multi-factor and passwordless authentication at scale. YubiKeys offer ease-of-use, reduce IT support costs, increase productivity, and ensure a strong security posture. The YubiKey is the only solution proven to reduce account takeovers to 0% in independent research[2]. With multi-protocol support, YubiKeys also future-proof investments by acting as a bridge to modern authentication protocols and passwordless.

- YubiKeys are simple to use—the YubiKey's tap and go functionality enables users to log in 4 times faster than with SMS[3].

- YubiKeys reduce IT support costs—they enable user self-service for password resets, increasing productivity and eliminating the time and costs related to manager or help desk password resets.

- The YubiKey conveniently offers portable authentication across devices and applications. A single YubiKey works across multiple devices including desktops, laptops, mobile, tablets, notebooks and even shared workstations/kiosks.

- YubiKeys provide robust security across manufacturing floors—YubiKeys don't require a battery or internet connection, are also highly durable, crush-resistant, and water-resistant.

[1] Oct 7 2019 Forrester Report: Making the business case for identity and access management

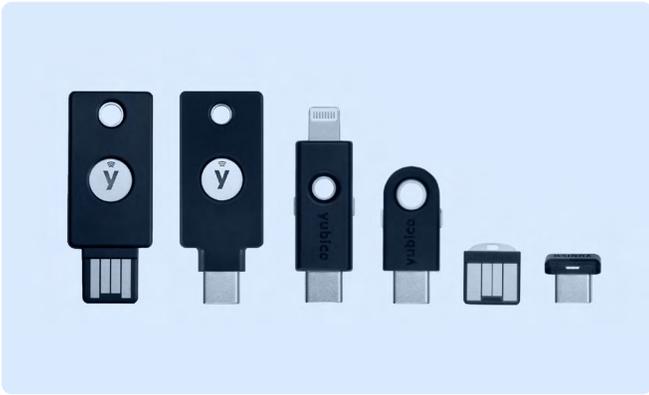[2] Google defends against account takeovers and reduces IT costs

[3] Google, Ibid.

YubiKeys deployed in:

9 of the top 10 global technology companies

7 of the top 10 U.S. banks

2 of the top 3 global retailers

Reduce password reset costs

YubiKeys for two-factor/multi-factor authentication dramatically reduce support costs related to password resets. YubiKeys enable self-service password resets without requiring users to wait for a manager or help desk, thus lowering costs related to password resets and lost productivity. This is especially important for applications/environments that are infrequently accessed by users and forgotten passwords are a common occurrence. According to Forrester, password resets cost the help desk over $179 per employee per year[4], so an organization with 1,000 employees using YubiKeys for self-service can achieve average yearly savings of over $179,000.

Case in Point: After deploying YubiKeys, Google found that support calls dropped, with 92% reduction in support incidents, saving thousands of hours per year in support costs[5].

Secure web-based applications

Convenient and strong authentication is a necessity as adoption of cloud-based applications increases, such as for email, payroll and time systems. YubiKeys seamlessly integrate into existing and new environments—they work with hundreds of applications and services including leading identity access management (IAM) solutions such as Microsoft, Okta, Ping, and Duo. The YubiKey in conjunction with IAM vendors and identity providers (IdPs) can also be used for Single Single On (SSO).

Secure shared workstations/kiosks

Plant floors typically have shared workstations/kiosks which need strict access controls. YubiKeys are extremely portable and simple to use across shared workstations, ensuring that only people who are authorized to access a system or application will be able to, helping eliminate any insider threats.

Secure mobile-restricted environments

For manufacturing environments where mobile use is restricted, or when there is no cellular connection or mobile device usage, YubiKeys offer simple and secure authentication, YubiKeys do not require a cellular connection to operate. In fact, they don't even require batteries or have any other external dependency. Users simply plug the YubiKey into a USB port on their device and tap/touch to authenticate. Additionally, since YubiKeys have no cameras, microphones, or network connections, data confidentiality is ensured.

Easily procure and distribute YubiKey authentication solutions at scale

Yubico also offers YubiEnterprise Services, consisting of YubiEnterprise Subscription and YubiEnterprise Delivery, to help organizations simplify procurement and distribution of YubiKeys for employees at scale.

With YubiEnterprise Subscription, organizations receive a service-based and affordable model for purchasing YubiKeys with benefits such as predictable spending, upgrades to the latest offerings, customer support and more. This is especially important for organizations experiencing frequent employee turnover.

With YubiEnterprise Delivery, organizations experience turnkey authentication with shipping, tracking, and returns processing of Yubico products handled seamlessly by logistics experts, so organizations can focus on what matters—securing the workforce.

Trusted authentication leader

Yubico is the principal inventor of the WebAuthn/FIDO2 and U2F authentication standards adopted by the FIDO alliance and is the first company to produce the U2F security key and a multiprotocol FIDO2 authenticator.

YubiKeys are produced in the USA, maintaining security and quality control over the entire manufacturing process.

[4] Sept 9 2015 Forrester Report: Benchmark Your Employee Password Policies And Practices
[5] Google, Ibid.