

# CASE STUDY

IBM i MFA & Self-Service Password Reset

American Wholesale Provider *Anonymized | Confidential*



## Client Profile

<b>Industry</b>	Wholesale Distribution
<b>Region</b>	Americas
<b>Environment</b>	IBM i — 3 LPARs supporting ERP, inventory management, logistics, and customer operations
<b>Security Scope</b>	Multi-Factor Authentication (MFA) & Password Reset Automation
<b>Assessment Type</b>	Internal Cybersecurity Improvement & Access Management Initiative

## The Challenge

The client's IBM i systems were accessed daily by employees, warehouse personnel, remote users, and third-party partners supporting critical wholesale distribution operations. As remote access and cybersecurity risks increased, the organization identified weaknesses in user authentication and password management processes.

### Weak Authentication Controls

Their environment relied primarily on passwords for IBM i access, creating concerns related to:

- Credential theft and phishing attacks
- Unauthorized remote access
- Shared or weak passwords
- Lack of additional identity verification for privileged users

IT security team required stronger authentication controls without disrupting operational workflows.

### High Volume of Password Reset Requests

Help desk faced a continuous stream of password reset requests from:

- Warehouse operators
- Remote employees
- Temporary and seasonal workers
- Third-party support personnel

Password-related tickets created:

- Increased operational overhead
- User downtime and productivity loss
- Delays during off-hours and weekends
- Additional burden on IT administrators

The organization needed a secure self-service password reset process integrated directly with IBM i.

## Solution Deployed

Raz-Lee deployed the following iSecurity modules across the IBM i environment:

### iSecurity MFA

Implemented multi-factor authentication for IBM i access, including:

- Secondary identity verification during sign-on
- Protection for privileged and remote users
- Support for secure authentication workflows
- Reduced exposure to stolen or compromised credentials
- Additional security layer for critical IBM i operations

The implementation strengthened access security while maintaining a streamlined user experience.

### iSecurity Password Reset

Implemented secure self-service password reset functionality for IBM i users.

Capabilities included:

- User self-service password reset workflows
- Reduced dependency on IT support teams
- Faster recovery from locked or expired passwords
- Secure identity validation before reset operations
- Availability for remote and off-hours users

The solution significantly reduced password-related operational interruptions.

## Results

- Strengthened IBM i authentication security with MFA protection
- Reduced risk of unauthorized access and credential misuse
- Decreased help desk workload related to password resets
- Improved productivity through faster user password recovery
- Enhanced user experience for remote and distributed teams
- Deployment completed without application changes or operational disruption

The organization improved both security and operational efficiency across its IBM i access management processes.

## Key QSA Feedback

*“Password-related support requests consumed a significant amount of IT time, while password-only authentication was becoming an increasing security concern. Raz-Lee allowed us to strengthen IBM i access security with MFA while dramatically simplifying password reset management for our users.”*

— IT Infrastructure Manager (paraphrased)