

# Empowering NGOs with Identity and Access Management

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Okta Inc.

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100 First Street

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San Francisco, CA 94105

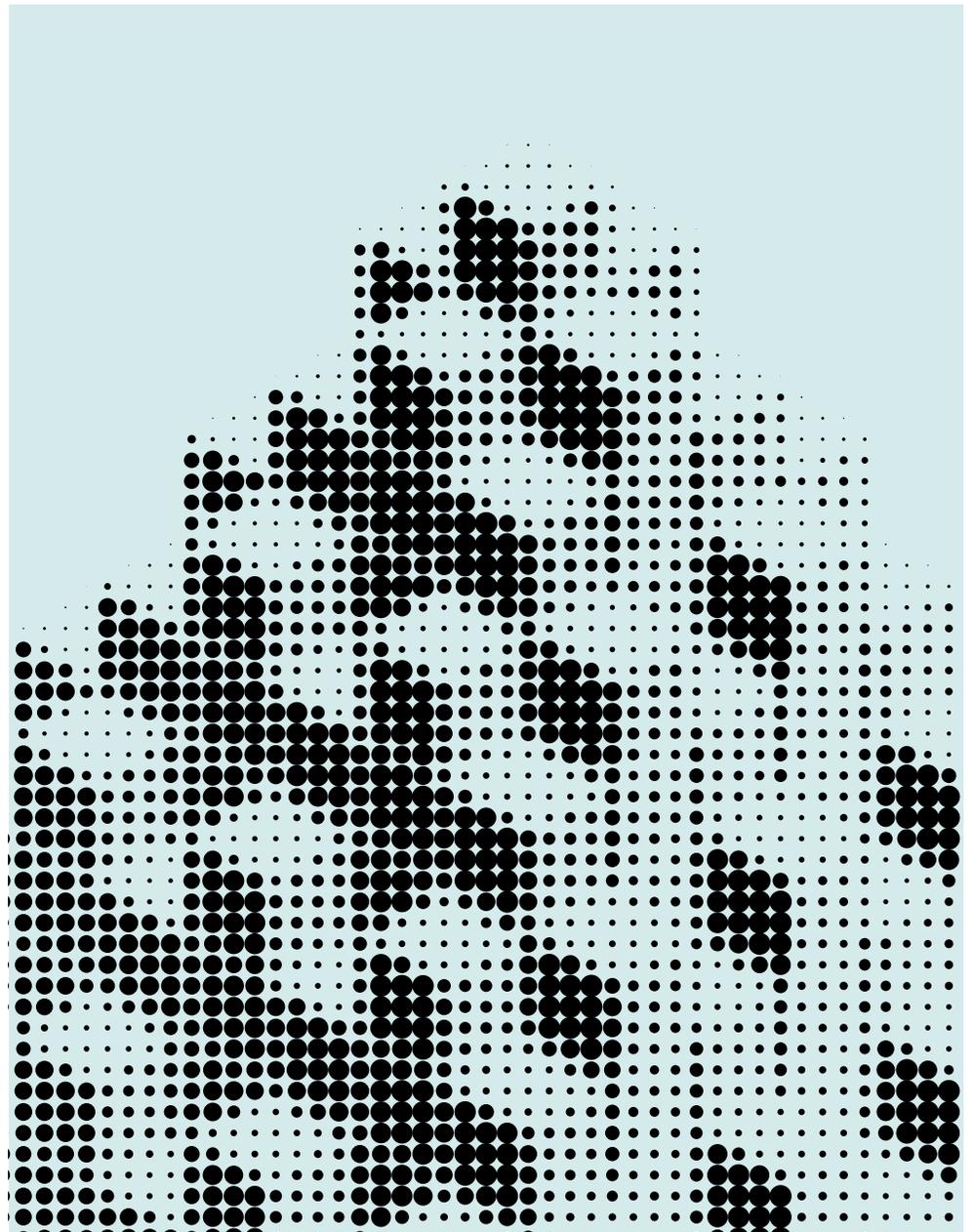
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info@okta.com

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1-888-722-7871

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# Introduction

Non-governmental organizations (NGO) do society's hardest work: they serve and advocate for vulnerable people and protect our most precious resources. In short, they put all their efforts into making the world a better place—and that's why it's critical that NGOs have access to the same cutting-edge technology as any other business.

All modern organizations require the capabilities to ensure that their people—employees, partners, contractors, and volunteers—have easy and secure access to the apps they depend on, within a well-defended IT environment. This is exactly what the Okta Identity Cloud provides.

Okta's suite of solutions enables nonprofits to effectively implement identity and access management (IAM), helping admins keep track of all users, groups, and devices, grant access to the right parties at the right time, and provision individuals to the proper accounts. These solutions can scale to the needs of any organization, automating tedious but high-value tasks so that IT can focus on what matters most.

**Okta for Good** goes a step further to support nonprofits by offering:

- 50 free licenses for all Okta Workforce Identity products
- 50% off additional Okta Workforce Identity licenses
- 50% off **Okta Education** training courses
- Free passes to **Oktane**, our annual conference
- Eligibility for **pro bono Professional Services**.

Okta is proud to be trusted by some of the world's most impactful charitable organizations, including **Oxfam**, **Direct Relief**, and **Gavi**. These and other nonprofits around the world employ Okta to focus on their mission-critical work and save significant time and resources in the process.

# Solutions in the cloud for a workforce on the ground

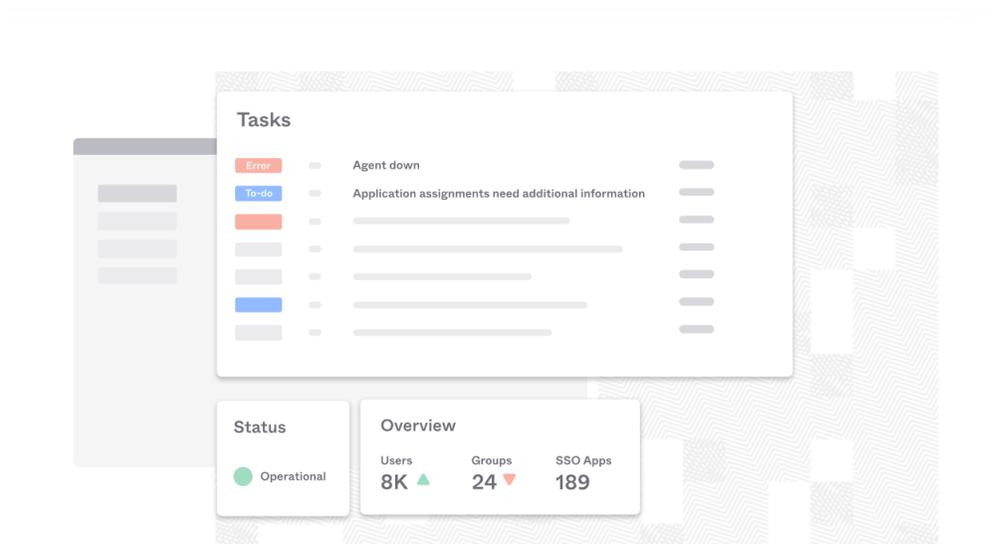
To drive maximum impact, NGOs have to collaborate with a huge variety of stakeholders. However, it can be daunting to provide these groups with access to the systems and information they need while also effectively securing organizational resources. That's why Okta is a game changer for nonprofits: our workforce identity solutions help NGOs be more efficient without compromising on security.

## Modern, simplified access: Single Sign-On and Universal Directory

Powerful security and ease of access don't have to be mutually exclusive. Okta **Single Sign-On** (SSO) helps workers connect to their applications with just one set of credentials, whether they're in the office, at home, or in the field. It also enables secure, self-serve password resets so that losing track of credentials doesn't impede mission-critical work.

Nonprofits need to maintain focus on their missions— so their technology needs to be as intuitive as possible. Understanding this requirement, Okta makes it easy for IT to manage the complexity of all users and services that require access to the organization's systems and applications:

- **Universal Directory** (UD) allows nonprofits to consolidate all of their various user stores like Active Directory (AD), GSuite, and HR systems.
- Okta **Access Gateway** ensures that nonprofit IT teams can offer the same great Okta experience across on-premises and cloud apps.



## Layer on smart security: Adaptive Multi-factor Authentication

With credentials as a top target for today's threat actors, it's critical for nonprofits to add layers of security to protect user accounts. With Okta **Adaptive Multi-factor Authentication** (Adaptive MFA), nonprofits have flexibility to implement contextual login policies that account for user group, location, device, and network. That way, access requests depicting unusual behaviors can be flagged immediately, blocking a potential attack.

For example, with Adaptive MFA, a nonprofit could decide that volunteers in the field need to authenticate using both a password and a high-assurance factor such as a physical token (i.e., Yubikey or Webauthn) before accessing sensitive records. Meanwhile, an employee requesting access from a managed device at headquarters may be allowed a passwordless experience. In either case, if Okta identifies anomalous activity—perhaps a user has traveled to another country since their last login—additional factors can be required for authentication.

### Case Study: Crisis Text Line

**Crisis Text Line's** mission is simple: to connect anyone in distress to a crisis counselor, anywhere and anytime. But to do this effectively, the organization needed to improve on its legacy IT infrastructure while onboarding and managing a vast network of volunteers.

To maintain control over sensitive information while rolling out SSO, Crisis Text Line leveraged Okta's Authentication and Authorization products—building better IAM directly into their software to streamline workflows while enhancing user experiences.

Crisis Text Line leveraged Adaptive MFA to add an extra security layer for each individual user, while LCM automated the process of provisioning workflows for volunteers so that they could concentrate on their life-saving work instead of setting up their accounts.

The new and improved system now has 6,000 volunteers logging onto Crisis Text Line's secure crisis management platform.

## Extending access beyond apps

Centralizing access management doesn't stop at hybrid stacks and legacy directories. Okta lets NGOs build better security into their own custom applications:

- **API Access Management** empowers nonprofits in developing their own technology and sharing it with collaborators. This solution provides IT and developer teams with the tools they need to create a secure API backend and control who has access to their proprietary software.
- **Advanced Server Access** is a cloud solution that helps extend Okta's IAM capabilities to Linux and Windows servers. This elastic approach makes it easier for nonprofits to integrate all digital assets under one identity system.

## Faster workflows: Automate provisioning and deprovisioning

These core products are the building blocks that nonprofit organizations need to modernize their workforces—but it doesn't stop there.

**Lifecycle Management** (LCM) automates the process of provisioning and deprovisioning users. While minimizing manual tasks for IT, this also enhances security by reducing human error and ensuring that the right users have access to the resources they require.

### Case Study: Plan International

**Plan International** is a global charity working towards an ambitious goal: transforming the lives of over 100 million girls in the next five years. But to do that, the organization needed to transform its own technological capabilities. It required scalable, cloud-based IT infrastructure that could help reach stakeholders across the 75 countries in which the charity operates.

With the support of Okta for Good, Plan International deployed SSO, UD, and LCM to streamline logins for 12,000 users across the organization. The solutions were up and running almost immediately and they allowed the charity to oversee all accounts—and all system access—with much greater ease.

Plan International is now more constituent-focused than ever, and modern identity management has helped enable that shift. The organization's IT team can focus on the business and how its tech solutions can best serve all stakeholders.

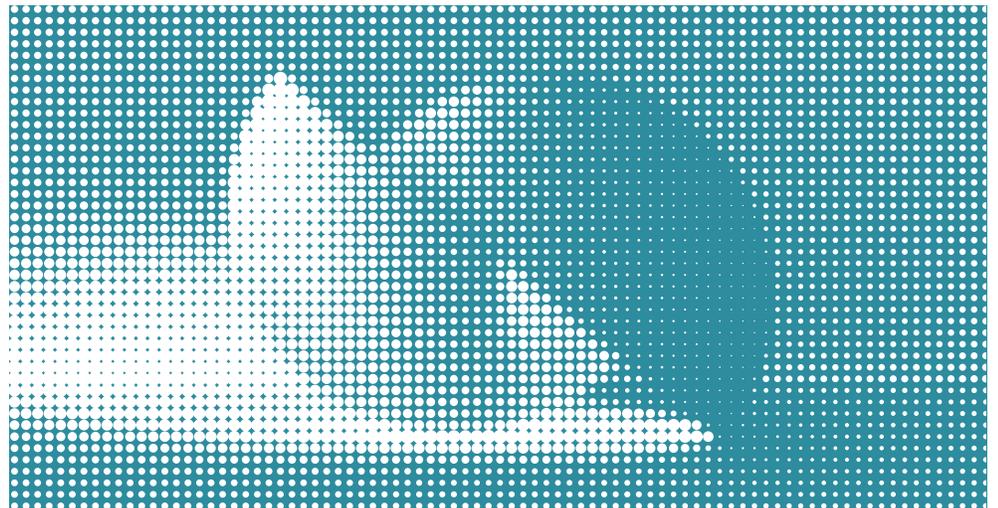
# Secure every touchpoint with every stakeholder

Every organization is becoming a technology organization, and NGOs are no exception. Nonprofits must interact with multiple beneficiaries, volunteers, and donors through digital assets that they build and maintain themselves.

Okta offers a suite of products to help organizations extend IAM beyond their workforce to better serve these stakeholders via customer identity and access management (CIAM).

Okta's CIAM solutions give NGOs the power to build secure, seamless IAM into the products and services they provide to their communities:

- **Authentication** can be directly embedded into custom applications, enabling organizations to make life easier for their users with login and single sign-on solutions.
- **Authorization** allows organizations to manage which apps and APIs users have access to with a centralized place to administer and monitor activity.
- **User Management** provides powerful tools for developers to create a frictionless and on-brand signup process and manage user profiles across all digital products.
- **Adaptive MFA** embeds the same strong, layered authentication used by Okta's workforce MFA solution into an NGO's unique digital apps.
- **Lifecycle Management** enhances the end-user's experience by automating the process of creating and maintaining accounts on nonprofit organizations' apps.
- **B2B Integration** allows NGOs to seamlessly integrate with other directories and identity providers, since collaboration between organizations is common in the nonprofit space.



## Quantifiable value for donors and sponsors

Any nonprofit organization knows that funding technology projects is difficult. As stewards of public and philanthropic dollars, it's important that NGOs demonstrate the return on their investments—but the long-term benefits of new technology can be difficult to quantify.

NGOs and their funders need to be able to have honest conversations about the full value of technology investments, rather than just focusing on the costs. Value can be found in the following:

- **Hard savings** that result from organizations letting go of legacy systems. Okta has enabled nonprofits to retire VPNs and completely decommission on-prem servers, saving them thousands of dollars each year.
- **Soft savings** when organizations are able to reallocate resources to higher-impact tasks. IT staff who used to spend hours resetting passwords and manually deprovisioning user accounts can now spend that time training other staff or optimizing critical systems.
- **Risk reduction** is the hardest to quantify but might be the most important form of value. For NGOs providing aid in disaster zones, epidemics, or for vulnerable populations, the cost of a data breach could be measured in lives. As cyberattacks become more sophisticated, NGOs must find ways to protect themselves and their stakeholders.

When NGOs have the tools they need to achieve their missions, everyone is better off. Whether they're securing their workforce or extending IAM to external stakeholders, the time and money saved through technological improvements is time and money that can benefit good causes globally.

## Case Study: Norwegian Refugee Council

The Norwegian Refugee Council (NRC) is a humanitarian organization with a mission to protect the rights of millions of people displaced due to conflict in 32 countries. To guarantee that it could maintain its mandate, the NGO calculated the value that had been garnered to date through its investment in Okta and the results were impressive.

NRC had realized approximately \$2 million in total savings, with nearly \$500,000 in hard savings by decommissioning their legacy VPN and on-prem AD infrastructure.

To calculate soft savings, NRC looked at the average amount of time projects took, and measured the difference between projects before and after Okta solutions were deployed. These time savings were then multiplied by the appropriate pay rates of the roles involved. In the end, it showed that the NGO saved \$87,000 by reducing password resets and \$232,000 by provisioning and deprovisioning user accounts with LCM. Okta Adaptive MFA policies saved another \$390,000 worth of time, since administrators no longer had to respond manually to authorization prompts.

NRC also noted a significant reduction in the risk of a security breach, which is critical for protecting the vulnerable people they serve as well as their staff and volunteers. To see the full story on how NRC was able to demonstrate its ROI, watch the webinar [here](#).

Okta is committed to supporting nonprofit organizations in this journey. It's time for NGOs to feel empowered to have value-based conversations about the business case for investing in technology, especially foundational, mission-critical infrastructure like IAM.

To learn more about Okta's pledge to support nonprofits and communities, please [contact us](#).

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## About Okta

Okta is the leading independent provider of identity for the enterprise. The Okta Identity Cloud enables organizations to securely connect the right people to the right technologies at the right time. With over 7,500 pre-built integrations to applications and infrastructure providers, Okta customers can easily and securely use the best technologies for their business. Over 10,000 organizations, including JetBlue, Nordstrom, Slack, Teach for America, and Twilio, trust Okta to help protect the identities of their workforces and customers. For more information, go to <https://okta.com>