

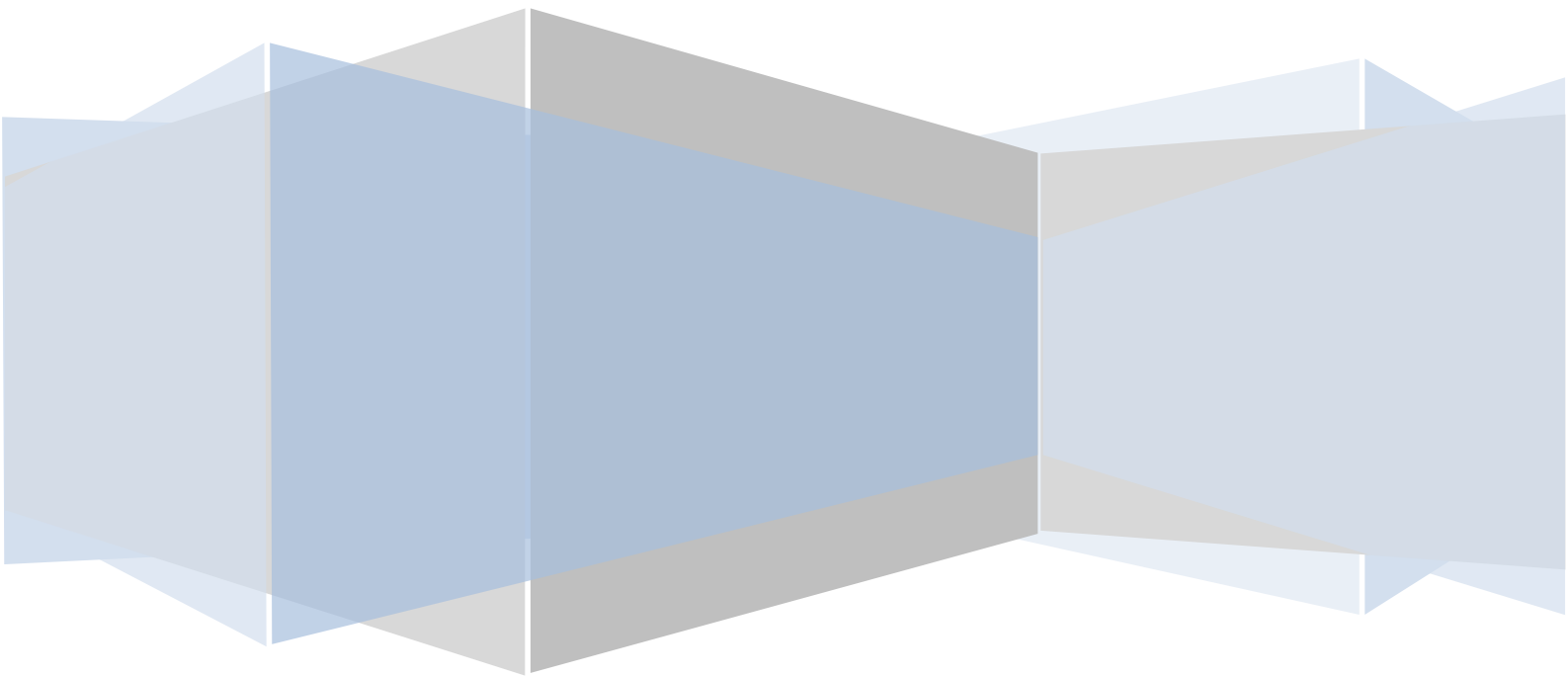
# Single Sign On

**Case studies: The only choice for the enterprise**

**J System Solutions**

<http://www.javasystemsolutions.com>

Version 1.0



## A perfect example of why SSO Plugin is the only choice for enterprise clients

The US Federal Aviation Agency purchased SSO Plugin following a recommendation from BMC. After implementation, we received the following support enquiry:

*“We have discovered that several hundred (well, almost 2000) of our users have a truncated name in Active Directory which differs from the Remedy login name. What can we do to avoid changing thousands of user records?”*

The product's 'user aliasing' functionality allowed the client to resolve the situation by re-using an existing field in which the correct Active Directory username could be held when the Login Name was not correct. By using a query to search both the Login Name and user aliased field, the Active Directory username could be matched to the correct AR System User record.

The customer provided the following response to our suggestion:

***“That's p-e-r-f-e-c-t! That saves us changing almost 2000 user names! Brilliant!”***

This is a perfect example of why SSO Plugin is the choice for enterprise customers: It provides more than just SSO, it provides features to integrate AR System into the corporate SSO infrastructure with no additional consultancy or cost.

## Contacting JSS

For more information on the JSS SSO Plugin, please visit <http://www.javasystemsolutions.com> or email us at [information@javasystemsolutions.com](mailto:information@javasystemsolutions.com).