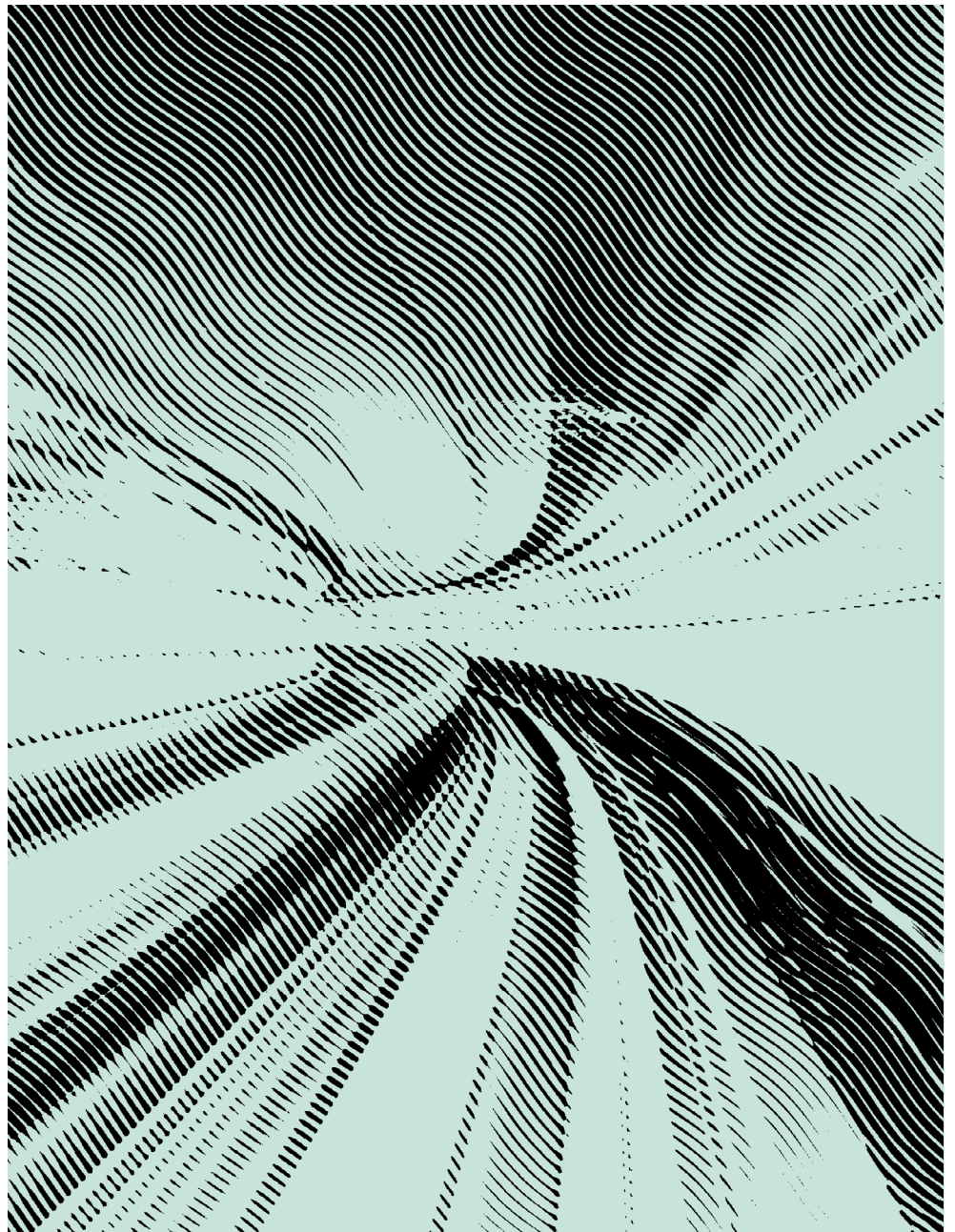# Helping companies to securely connect their employees and customers

Lyvoc

okta

Testimonial snapshot

Company

Lyvoc

Industry

Technology

Company Profile

Founded in France, in 2017, by a passionate team of cybersecurity experts, Lyvoc is an Okta pure-player which secures its customers' information systems by putting people and their identity at the centre of its strategy. For employees, it does so by establishing automated Identity and Access Management (IAM) practices that bridge the gap between a company's HR and IT systems. For customers and partners, it secures their access to internal business applications (CIAM). This way, Lyvoc helps customers to unify and centralise their stakeholder's identity and to eliminate manual tasks that may result in inaccuracies and vulnerabilities within their systems and IAM processes.

Business Situation

Because Lyvoc puts people at the centre of its approach to cybersecurity, it was important for the company to select a solution that offered intuitive features for users, such as Multi-Factor Authentication, and integrations that enable customers to continue working with the applications and tools of their choice. With this in mind, Lyvoc's team made a solution benchmark and selected Okta as its only toolkit.

Solution

Within its two first years as an Okta services partner in France, Lyvoc helped 20+ joint customers to streamline and secure their employee and/or customer onboarding / offboarding and authentication processes. The Okta pure-player is the only company to gather 15 technical certifications, as well as two sales and four two pre-sales accreditations establishing itself as the go-to Okta expert in France for medium and large companies across multiple industries. Next, Lyvoc is looking to expand its team to support more companies worldwide, starting with EMEA.

Statistics

- 15 technical certifications

- 2 sales accreditations

- 4 pre-sales accreditations

- 20+ successful IAM implementations with Okta in 4 years

- 10+ new joint customers within 12 months

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Okta Workflows saves us a lot of time from updating user identities manually across different systems and applications. Without this automated synchronisation, some discrepancies in users' identities might fall through the cracks and result in outdated or duplicate identities stored in different places.

Pierrick Barreau
Project and Change Director, Lyvoc

It's common to hear in cybersecurity circles that "your security is only as strong as your people" – because cybercriminals increasingly target users of company networks to access their infrastructure chains. Secure web gateways, antivirus tools, malware scanners, spam quarantines, and other technologies help filter out malicious content and defend against a growing variety of threats, but to truly protect users against cybercriminals requires human insight as well as the right technology.

Sharing this vision, a team of passionate cybersecurity experts founded Lyvoc in 2017. Today, the company is Okta's preferred service partner in France. It helps companies strengthen their cybersecurity posture by placing people at the centre of their strategy.

In a world where employees and customers increasingly move their interactions to the online realm, Lyvoc noticed a trend: many of the challenges that companies face can be solved through appropriate housekeeping processes around employee and customers Identity and Access Management (IAM/CIAM). To help customers establish these processes, Lyvoc selected Okta as its exclusive technology provider.

"As security experts focused on HR and CRM systems, we assessed several solutions to support Lyvoc's vision. We wanted cloud-based tools, intuitive functionalities such as Multi-Factor Authentication, and integrations that wouldn't require our customers to completely change how they work. Okta not only does all this, it's also the best in the market," explains Lyvoc's CTO Ruthy Seng.

Today, Lyvoc is an Okta pure-player helping medium and large organisations from a range of industries to create a link between their IT and HR/CRM practices, helping them to establish processes that protect people and data while driving organisational growth.

Helping companies to offer better experiences for customers, securely

Central to Lyvoc's approach is keeping customers' business priorities in mind when proposing solutions. And because it knows that tightening security practices doesn't mean compromising on user experience, Lyvoc helps customers to harness Okta to guarantee good customer retention and employee productivity while securing their business.

How customers experience services is tightly linked with how companies record and store information about them, explains Pierrick Barreau, Project and Change Director at Lyvoc. So to improve customer experiences, companies must first improve the accuracy of the user identities they have stored in different information systems used by different departments that have daily contact with customers. Then, synchronising this information that multiple teams have access to, companies can better address customer feedback, concerns, or complaints from any touchpoint they have with customers without asking them to provide their information every time they need support.

"A disconnect between systems presents challenges for the company, especially as its customer base grows," says Pierrick. "If you have 10 customers, you may be able to listen to them individually and address their concerns manually. But if you have thousands of customers, you need to solve problems at scale, frequently, quickly, and now also digitally." To make this easier for companies, Lyvoc helps them to establish a single source of truth for customer information that multiple departments might need, and use Okta to automatically synchronise it with all relevant CRM systems and directories used for interacting with customers, keeping them automatically up-to-date.

"Okta addresses two key challenges for our customers: The first is ensuring that their customers have access to the right information at the right time. The other is doing this while providing them a seamless way to access what they need," explains Pierrick.

With a similar approach for internal users, Lyvoc helps companies to establish their HR system as the source of truth for employee identities to grant the right people with immediate access to the information and applications they need at work. One recurrent difficulty that Lyvoc's customers face, Pierrick shares, is that whenever someone joins their company, their onboarding process is split between HR and IT. Both sides of the business input employee information at different times, manually, to create employees' accounts and give them access to the applications they'll need. Lyvoc helps to fill that gap using Okta to automate the synchronisation of systems, so that when employees join, HR inputs their information and it simultaneously flows to IT, without the need for double entry, without risking delays, and enabling the employee to gain access to the information and tools they need faster.

Empowering customers with lasting solutions and the knowledge to use them autonomously

Among Lyvoc's core values are commitment and quality. Commitment, Pierrick explains, means delivering solutions for customers at the agreed time and price, while quality comes down to ensuring that the solutions implemented are long-lasting and work systematically through time, rather than quick fixes with an expiry date. But if something else sets Lyvoc apart, it's its desire to get out of the picture and see customers succeed in using those solutions autonomously. "Our goal is to empower our customers to administer their use of Okta and their IAM strategy on their own," Pierrick explains.

"We want to deliver sustainable solutions so that our customers don't need to rely on us to use in real life. We want them to come to us for help with extending solutions, not maintaining them," he says. To that end, Lyvoc ensures that the tools customers are using are highly available, and offers training so that customers know how to integrate them with Okta and manage their own setup in time. "We want our customers to choose to talk to us, not because they rely on us to get their work done. This is the basis of our trusting, long-term relationships," Pierrick adds.

To that end, Lyvoc also focuses on delivering Okta with minimum customisation for customers. "The less customisation the better, because customised features are more likely to require maintenance from us, which means customers wouldn't be as empowered to use them autonomously on the long run. Okta's offerings are widespread enough that we can usually integrate everything our customers' need as-is, no matter what applications they choose to use," Pierrick explains.

Helping companies to offer better experiences for customers, securely

Within just two years of working with Okta, Lyvoc has differentiated itself in France for its solid and unique expertise in helping customers to connect their IAM to HR sources to streamline and secure processes. With a record of 20+ joint customers with Okta, two sales and two pre-sales accreditations, and 10 technical certifications Lyvoc is ready for what's next: Growing its team to serve customers in Germany, Austria, Switzerland, Belgium, the Netherlands, Luxembourg, and the UK.

"As cybersecurity experts, we know that new threats and solutions emerge every day. Like us, Okta stays on top of things, releasing new functionalities regularly and empowering customers on their ongoing digital transformation journeys. We want to help more companies fully benefit from this, so we see a bright future for our partnership," Pierrick shares.

About Lyvoc

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