

## CASE STUDY

# Telecommunications Service Provider

1Kosmos delivers a unified MFA solution to 22,000 users in three weeks to meet new compliance mandates.

The telecommunications service provider partnered with 1Kosmos to replace their existing MFA solution for 22,000 employees and 8,000 partners, positioning 1Kosmos to lead the next move to passwordless authentication.

### The Results

#### Replace Existing 2FA Solution

To meet new government requirements for user authentication, the telco company knew its existing approach was not suitable to satisfy the mandates. A solution was required to replace their current RSA 2FA. 1Kosmos deployed a new username + password + OTP to meet the requirements for users when accessing their Cisco® VPN. They experienced a 46% productivity increase with the ease and speed of the 1Kosmos authentication platform.

#### Scalability Was Critical

Knowing the current size and future deployment plans, the company needed a platform that could not only meet its current requirements of 22,000 direct employees and 8,000 partners, but also one that can scale to secure its 80,000 users in total over time. The 1Kosmos platform manages +10M authentications per year for the telco company.

#### Simplified, Cost-Effective Deployment

By taking the company's Cisco - VPN live within 3 weeks, 1Kosmos made sure that their migration from RSA 2FA was quick and seamless. The telco company and the 1Kosmos Customer Success team worked to ensure all requirements, feature requests, infrastructure readiness, and custom deployment requirements were fulfilled before launch, including laying the foundation for a passwordless environment, a goal for the company over time, which has already seen early adoption from users, without training or notification of the functionality. As a result, 1Kosmos is delivering \$4M in annualized savings for the company.

#### The 1Kosmos Solution

1Kosmos replaced the legacy incumbent product by proving MFA capabilities for the company's workforce and partners. The 1Kosmos approach requires users to validate that they have access to the email or phone number associated with the account. Additionally, 1Kosmos deployed a passwordless option at the request of the company, which is easily discoverable to introduce passwordless to users ready to make that transition.

### Results

Productivity Gained	46%
Password Reset Savings	\$1.07 M
Total Labor Savings	\$4 M

#### About 1Kosmos

©2025 1Kosmos Inc., 1Kosmos enables remote identity verification and passwordless multi-factor authentication for workers, customers and residents to securely transact with digital services. By unifying identity proofing, credential verification and strong authentication, the 1Kosmos platform prevents identity impersonation, account takeover and fraud while delivering frictionless user experiences and preserving the privacy of users' personal information. 1Kosmos performs millions of authentications daily for government agencies and some of the largest banks, telecommunications, higher education and healthcare organizations in the world.

