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Sphinx Logon Sales in Action: Winning Over the IT Department

The Sphinx Logon software makes it easy to secure access to computer networks with ID cards. But making the facility access and IT departments work together can pose a challenge.

Customer: Insurance company in the Midwest.

Challenge: ISG member was the ID card supplier and knew the facility access team but not the IT team.

Approach: The IT decision maker was initially skeptical about a software solution coming from a different department. He participated in the Sphinx Logon online demo session and shared his requirements.

IT Questions: Round I

Solution should be:

- Quick and easy to install.
- Not affecting the current Windows network setup.
- Reliable.

Once the Sphinx Logon software passed the initial scrutiny, the customer's IT team reviewed further features directly with Sphinx team.

IT Questions: Round II

Desired features:

- No rebadging; users self enroll with current cards.
- Network access control is completely independent of facility access system.
- Auto-generation of passwords.
- Logs off user when card is pulled from reader.

After the IT decision maker understood that Sphinx Logon had all the above capabilities that he needed, he tested the software in-house for a couple of weeks.

Result: Once testing was complete, the customer quickly ordered the Sphinx Logon software - a win for both the building access and IT departments.

Taking the IT decision maker from
skeptical...



to enthusiastic.

