

Large US Bank Adopts Hybrid Passwordless Authentication to Transform Identity Security with RSA and Microsoft

Enabling secure, hybrid passwordless authentication

Customer profile

A major US financial institution that manages billions in assets and serves millions of customers required a comprehensive identity and access management (IAM) solution to secure diverse environments, including Windows and Mac desktops, remote employees, third-party users, and personal BYOD devices.

Business challenges

The bank's complex operational landscape presented significant cybersecurity and compliance challenges, including:

- Implementing secure passwordless authentication and passkeys across Windows, Mac, remote, third-party, and BYOD users
- Ensuring protection and seamless access for numerous legacy on-premises applications
- Adhering to stringent regulatory standards with severe penalties for downtime and compliance failures
- Developing an integrated identity security solution to enable a true hybrid passwordless environment from ground to cloud and leverage their significant investment in Microsoft Entra ID
- Safeguarding credentials on BYOD devices against threats from compromised personal devices

Why RSA?

The bank chose RSA for its unmatched ability to deliver:

- Comprehensive passwordless authentication solutions fully integrated with Microsoft Entra ID, enabling secure hybrid identity management across cloud, legacy, and hybrid environments beyond Microsoft
- Unique credential protection with advanced capabilities that ensure secure passkey use even on potentially compromised managed and BYOD devices
- Proven capability to address stringent regulatory compliance needs, resiliency requirements, and high-availability demands—including PCI DSS, FFIEC, SOX, and GLBA—critical to financial institutions

Solution implementation

The RSA solution included:

- [RSA® ID Plus](#) with Passkeys: Delivered seamless, secure, and frictionless passwordless authentication, integrating fully with Microsoft Entra ID; enabled unified authentication experiences for Windows, Mac, remote workers, third-party access, and legacy on-premises applications
- [RSA® Risk AI](#): Offered intelligent, adaptive authentication leveraging real-time risk assessments, significantly enhancing security posture and meeting rigorous compliance and resiliency standards
- [RSA® Mobile Lock](#): Ensured secure authentication on managed and BYOD devices by identifying threats to credential security, even if the device is affected by malware or malicious activities

Benefits and results

- Achieved comprehensive hybrid passwordless authentication for every user, on every device, in every environment
- Unified identity management across cloud-based and legacy on-premises resources, fully leveraging the bank's Microsoft Entra ID investment
- Strengthened security and compliance posture, reducing risk of credential theft, unauthorized access, and potential regulatory violations
- Enhanced user productivity and satisfaction with intuitive passkey experiences and seamless access across diverse user groups and devices
- Provided robust mobile credential and authentication security for BYOD, significantly mitigating risk exposure and enabling secure, compliant mobile access without compromising user convenience

RSA and Microsoft: Enabling true hybrid authentication for financial services

The integration between RSA and Microsoft Entra ID created a robust, resilient identity security environment, enabling the bank to realize its vision of genuinely hybrid passwordless authentication. Unique mobile threat detection capabilities from RSA provided unmatched security for BYOD environments, helping ensure that critical banking credentials will remain secure even in compromised device scenarios.

Keep Microsoft secure: [contact RSA](#) for more information or, see how RSA provides an enhanced security layer for [Microsoft Entra ID](#).



About RSA

The AI-powered RSA Unified Identity Platform protects the world's most secure organizations from today's and tomorrow's highest-risk cyberattacks. RSA provides the identity intelligence, authentication, access, governance, and lifecycle capabilities needed to prevent threats, secure access, and enable compliance. More than 9,000 security-first organizations trust RSA to manage more than 60 million identities across on-premises, hybrid, and multi-cloud environments. For additional information, visit our website to [contact sales](#), [find a partner](#), or [learn more](#) about RSA.

