

# Increasing Efficiency and Enhancing Security with Microsoft Power Platform

Carlisle Companies Incorporated, a building products company, sought to enhance its security measures by introducing an automated tool for verifying the identity of employees requesting password resets or unlocking their accounts. The goal was to mitigate the risk of unauthorized access and ensure that such requests were handled securely, thereby protecting sensitive company information and maintaining operational integrity.

Carlisle has a long-standing relationship with Compass365, having collaborated on multiple projects that leverage Microsoft Power Platform. Recognizing the capabilities and expertise of Compass365, Carlisle turned to them once again to address their latest challenge—enhancing security through a Positive Identity Solution.

## THE CHALLENGE

Carlisle faced a growing need to operationalize the process of user verification before granting access to password resets. Traditional solutions available on the market were either too expensive or bundled with unnecessary features, leading Carlisle to seek a more tailored approach.

The importance for this solution was further heightened by incidents like the large casino and hotel data breaches in 2023, which cost millions of dollars and were attributed to a lack of double verification for password resets. Though not directly related, such high-profile breaches underscored the risks faced by organizations without an additional layer of user verification.

## SUCCESS METRICS

- Enhanced security with an automated IT solution for positive user verification.
- Streamlined IT Help Desk operations, creating faster processing times and reduced risk.
- Leveraged existing Microsoft 365 tools to avoid the high costs associated with third-party security solutions.

## INDUSTRY

Manufacturing

## PLATFORMS AND SOLUTIONS

- Microsoft Power Apps and Power Automate
- Azure Logic Apps
- Microsoft Dataverse

*“Working with Compass365 was a seamless experience. The solution they delivered exceeded our expectations in both functionality and ease of use, significantly enhancing our security protocols*

Brian Pierce, Director of IT, Finance & Vendor Management, Carlisle Companies Incorporated

## ABOUT COMPASS365

Compass365, a Microsoft Solutions Partner, combines our years of Microsoft expertise with proven methods to improve the way companies work, operate, and confidently get the value from their Microsoft investments.

## THE INVESTIGATION

Compass365 and Carlisle quickly identified the requirements for the Positive Identity Solution. The goal was to create an efficient, scalable process for verifying the identity of employees requesting password resets, utilizing tools already in Carlisle's Microsoft 365 environment to minimize costs.

Key Requirements:

1. Real-time user verification to ensure that password reset requests are validated through a secure, automated process.
2. Integration with existing communications and IT service management software.
3. A user-friendly interface for the IT Help Desk, enabling quick and accurate user verification.

## THE SOLUTION

Compass365 designed and developed a Power Apps Canvas App, integrated with Power Automate Flows, Dataflows, and Dataverse, to facilitate real-time user verification for Carlisle's IT Help Desk. The app allows help desk analysts to verify user identity by sending a verification code via their communications software, which the user must return before a password reset is authorized. With an eye towards usability, the interface is a single screen in Power Apps that consolidates all necessary functions for the help desk, ensuring ease of use and reducing training requirements.

The Positive Identity Solution was developed and deployed into production in under eight weeks, showcasing the efficiency of the Compass365 and Carlisle partnership.

## POWERFUL SECURITY SOLUTIONS WITH MICROSOFT POWER PLATFORM

In an era where cybersecurity threats are increasingly sophisticated, Carlisle's proactive approach—supported by Compass365—ensures that they are not merely reacting to threats but actively fortifying their defenses. The new solution has provided Carlisle with a robust, automated method to verify user identities, reducing the risk of unauthorized access and potential breaches. This enhanced security layer has made Carlisle more resilient against social engineering attacks, a critical improvement in today's threat landscape.

By utilizing the Power Platform, Compass365 was able to develop, test, and deploy the solution in a significantly short timeframe, helping Carlisle to stay ahead of evolving security threats. This quick turnaround demonstrated how leveraging Power Platform for such projects can provide rapid, yet highly effective security solutions.

Through ongoing innovation and a strengthened security framework, Carlisle continues to transform its operations, benefiting both employees and shareholders, and setting a new standard for excellence in IT security.

*"The Power Platform's flexibility enabled easy integration with Carlisle's existing tools, ensuring that the process was seamless, efficient, and cost-effective."*

Solution Architect, Compass365