Why Passwords are KICKING Wi-Fi’s...

Challenge: poor student experience

Onboarding
• Misconfigured devices
• Locked accounts

Disconnected
• Password reset
• Failed password
  All 7 devices disconnect

Supported
40% of IT service desks volume is password-related
Source: Gartner Group*

Puts pressure on:

RADIUS server
210,000 Authentication requests per day per student with a bad password
Source: Deadpath

Costs

$118 per student, per year on Password Resets
Source: InfoTech Research Group**

Server performance

Failed authentications
OVERLOAD Active Directory

It’s not the Wi-Fi, it’s the PASSWORDS!??
#PasswordShaming

Certificates are the answer

**InfoTech Research Group. Quick Reductions in Help Desk Costs with Password Reset, 2009