okta + salesforce

Helping Department of Defense Agencies Evolve Digital Engagement

Federal agencies are increasingly turning to digital transformation to help them improve employee engagement, enhance customer experiences, and reduce frustration and process work for their frontlines. Modernization holds the promise of powerful business intelligence, better transaction visibility, and the automation of process work that distracts employees from work and mission priorities. But federal agencies looking to modernize face unique challenges, including flawed-but-critical legacy systems, sobering compliance and security concerns like state-actor attacks, and the sheer scale and complex makeup of Federal workforces.

The Department of Defense is the nation's largest employer, with more than 1.5 million civilian employees and reservists and more than 1.3 million active servicemen, about half of whom are overseas or at sea. For this uniquely large, complex, and remote workforce, it's Okta and Salesforce that solve this challenge. Okta lets service members and civilians use the PIV and CAC cards they already carry to securely authenticate into Salesforce. Salesforce's CRM helps agencies build stronger connections between citizens, employees, governments, partners, and the information they all need, which can make government more responsive, effective, and above all, efficient.

Provide a secure, accessible platform to manage America's biggest workforce

Okta and Salesforce work together to get the Department of Defense's agency workforces safely authenticated into a powerful platform that helps them do their jobs better and with less frustration than ever before. Salesforce's CRM platform seamlessly connects every employee, applicant, and constituent into a single integrated engagement platform, decreasing operational friction and increasing productivity. Okta's strong authentication lets the DoD's millions of stakeholders safely authenticate into Salesforce and other apps from anywhere in the world, using the PIV and CAC cards they already carry, and lifecycle management tools let DoD agency teams safely automate provisioning and other repetitive processes so they can stay focused on their jobs and mission priorities. Okta and Salesforce products also leverage MFA and communications that are 100% FIPS validated and operate as FedRAMP Authorized services. In addition, Salesforce Government Cloud, hosted in Salesforce co-located data centers, maintains a DoD Impact Level 4 Provisional Authorization (PA), and is connected to the DISA Cloud Access Point (CAP).

Together, Okta and Salesforce let DoD agencies:

- Safely authenticate and centralize management over a large, remote, and highly mobile workforce of employees, military personnel, customers, and others
- Add Multi-Factor Authentication with the highly secure CAC and PIV cards the DoD workforce already has, to strengthen security while simplifying login
- Modernize and transform your organization to better maintain mission readiness.
- Automate business processes and make data-driven decisions with on-demand analytics.
- Centralize personnel management in the cloud, with a powerful CRM platform for increasing engagement and customer satisfaction, while remaining compliant
- Safely automate provisioning, password reset, and other repetitive tasks, relieving IT, HR, and other teams from busywork that takes them off point
- The Salesforce Customer 360 Platform enables mission success by delivering apps faster, enhancing large, integrated system

How Okta and Salesforce work together

Salesforce's Customer 360 platform, the #1 CRM platform for government, helps federal agencies modernize engagement applications, enabling a safe transition from slow, outdated legacy systems to efficient centralized relationship management in the cloud. With a 360° view of user engagement, agencies can safely connect every employee, applicant, and constituent into a single integrated platform, giving everyone quick, secure access to mission applications.

Okta keeps these workforces safely and seamlessly connected, from wherever they are, to everything they need to succeed. For military partners like the Department of Defense, we support smart-card authentication, including Common Access Card (CAC) and Personal Identity Verification (PIV), to simplify the process for end users, and we apply strong, adaptive Multifactor Authentication to add an extra layer of security that keeps DoD agency assets safe.

If your Federal organization has configured PIV authentication, for example, your end users can now use the PIV smart cards already issued to them to authenticate to Salesforce or any other app integrated with Okta. Attempting to access the application directly redirects the federal end user to an Okta authentication screen, where a button labeled "PIV Card" on the Okta login screen prompts them for a certificate. They choose the certificate stored on their PIV card, enter their PIN, and they're in—no username or password required. The quick and painless process gets employees quickly to the assets they need, so they can get on with their jobs and missions, while keeping agency assets safe from prying eyes. And Okta's lifecycle management tools ensure that employee access and provisioning updates automatically whenever their status changes

> "If you make recruits deal with an insecure, poor quality experience immediately coming in, they may come away with the impression that the Air Force doesn't do the best job in other areas as well. Our goal is that Okta's streamlined approach to user authentication will help us get better traction with recruits."
>
> —Michael McDonnell, Cloud Architect of Air Force contractor CDO Technologies

It's a dangerous world out there, and Department of Defense agencies face unique challenges. But with Okta and Salesforce working together in lockstep, DoD agencies can safely modernize their approach to personnel management to better support today's realities, and deliver better outcomes that keep their workforces securely connected, free of busywork and unhelpful distractions, and always ready for action.

If you have questions, please contact our sales team at okta.com/contact-sales

About Okta

Okta is the leading independent provider of identity for the enterprise. The Okta Identity Cloud enables organizations to securely connect the right people to the right technologies at the right time. With over 6,500 pre-built integrations to applications and infrastructure providers, Okta customers can easily and securely use the best technologies for their business. More than 8,950 organizations, including 20th Century Fox, JetBlue, Nordstrom, Slack, Teach for America and Twilio, trust Okta to help protect the identities of their workforces and customers. For more information, go to okta.com.

About Salesforce

Salesforce is the world's #1 customer relationship management (CRM) platform. Our cloud-based CRM applications for sales, service, marketing, and more don't require IT experts to set up or manage – simply log in and start connecting to customers in a whole new way. More than 150,000 companies use Salesforce CRM to grow their businesses by strengthening customer relationships. CRM helps companies understand their customers' needs and solve problems by better managing customer information and interactions – all on a single platform that's always accessible from any desktop or device. For more information, to go salesforce.com.

Thank you for downloading this Okta resource! Carahsoft is the distributor for Okta solutions.

To learn how to take the next step toward acquiring Okta solutions, please check out the following resources and information:

For additional resources:
carah.io/oktaresources

For upcoming events:
carah.io/oktaevents

For additional Infoblox solutions:
carah.io/oktasolutions

For additional Cybersecurity certified solutions:
carah.io/cybersolutions

To set up a meeting:
okta@carahsoft.com
(833)-674-3990

To purchase, check out the contract vehicles available for procurement:
carah.io/oktacontracts