

Consumer Support Services, Inc. (CSS)

Company Overview

Consumer Support Services, Inc. (CSS) is a healthcare organization with approximately 2,500 employees, dedicated to providing day habilitation, transportation, and full-time live-in housing services to individuals with developmental or physical disabilities across the State of Ohio within the United States of America.

Industry

Healthcare

Geographic Presence:

Ohio, USA

Key Services:

CSS offers a range of critical services, including:

- Day habilitation and daycare facilities.
- Transportation for medical appointments and daily needs.
- Full-time live-in housing for qualified individuals.

Challenge: Securing a Distributed Digital Ecosystem

In 2023, CSS faced significant security challenges related to the digital systems and services supporting its operations. Key services such as Virtual Desktop Infrastructure (VDI), Microsoft Azure and Office 365 cloud services, ticketing and remote support systems were integrated with Active Directory and publicly accessible over the internet to accommodate remote staff.

While convenient, this setup introduced an attack vector, particularly due to Password Hash Synchronization and the use of credentials for authentication. Remote threat actors could target less secure systems, potentially exploiting password-based authentication as a primary factor and compromising user credentials via credential stuffing, brute force, or phishing attacks.

Moreover, although advanced security features like Conditional Access, Geo-Location Filtering, and Device Health are offered by platforms such as Microsoft Azure, many of CSS's other systems lacked these capabilities. The **lack of uniform security controls** across systems made it possible for threat actors to exploit the weakest link in the chain and use compromised credentials to escalate attacks.

Another significant issue was **password fatigue**, with staff required to log into multiple systems with differing session timeouts and varying security protocols. This inconsistency not only increased the risk of phishing attacks, but also led to inefficiencies in password management and overall staff frustration.

Solution: Deploying WinMagic MagicEndpoint

After evaluating various Identity Providers (IdPs), including solutions from Okta, Duo, and Azure MFA, CSS found that most mainstream products either did not fully address their concerns or required costly licensing add-ons to implement a true passwordless authentication solution.

WinMagic's **MagicEndpoint** stood out as one of the few solutions capable of completely eliminating password-based authentication as a primary factor across all of CSS's systems. The WinMagic team worked closely with CSS, providing trial environments and demonstrating the seamless integration of their solution into CSS's existing infrastructure.

Implementation Process:

During implementation, WinMagic's team helped CSS identify and resolve specific configuration issues, such as DNS settings and push notification flows to Firebase and Apple APIs. The onboarding experience was highly streamlined, and the end users found the system easy to use. No additional IdP account creation was necessary—users simply registered their mobile phones via MagicEndpoint, enabling them to authenticate seamlessly.

Impact: Enhancing Security and Reducing IT Burden

MagicEndpoint's deployment brought immediate improvements:

- **76% reduction in password reset requests**; some applications not transitioned to MagicEndpoint yet.
- **94% reduction in user account lockouts** year-over-year.
- **Reduced IT workload**, as user account management became centralized and more efficient.
- **Enhanced troubleshooting**, as IT administrators could authenticate and test issues without needing user credentials or password resets.

The unified login experience also greatly reduced the likelihood of password reuse across applications. In legacy applications whereby passwords must still be used, they can be replaced with strong randomly generated passwords, further enhancing the security posture.

Results: Improved Security and Efficiency

MagicEndpoint has enabled CSS to limit the potential for credential-based attacks, allowing the IT team to focus on other security enhancements. The streamlined login processes and consistent authentication workflows across platforms have significantly reduced staff frustration and improved operational efficiency. Staff were pleasantly surprised to find they no longer needed to enter passwords or use MFA for online access. While it took some time to adjust to this new freedom, after just a few days of using MagicEndpoint and its "no user action" feature, most—if not all—staff members couldn't imagine returning to the old, cumbersome authentication process.

Future Outlook

CSS continues to work closely with WinMagic's developers, benefiting from rapid, customer-centric product improvements. The MagicEndpoint solution remains a key component of CSS's long-term security strategy, with the company looking forward to future feature enhancements and deeper integration to further bolster security and efficiency.

Recommendation: A Secure Future with MagicEndpoint

We highly recommend **WinMagic MagicEndpoint** to organizations that rely on Microsoft Windows workstations and are seeking to transition away from insecure, credential-based authentication workflows. As industry trends continue to show that passwordless authentication is critical to preventing credential-related attacks, MagicEndpoint stands as an industry leader, offering a cost-effective, continuously evolving solution that addresses modern security challenges.

"MagicEndpoint is truly pioneering the future of authentication. It's only a matter of time before outdated methods like SMS and push notifications are completely obsolete—they're known to be vulnerable to phishing, sim-swapping, and other widely used malicious techniques. MagicEndpoint's technology is sound, and its 'No User Action' approach and elimination of credentials as a primary authentication factor puts it miles ahead. It's the technology the entire market will be moving to."

– Consumer Support Services, Ian Armstrong – Systems Engineer

Knowing You're Protected

For more information on how WinMagic can protect your data without interrupting user experience, contact sales@winmagic.com. Visit [WinMagic.com](https://www.winmagic.com), or email info@winmagic.com

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