

# Rich Communication Services Frictionless Authentication

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A more human resource.™

# Agenda

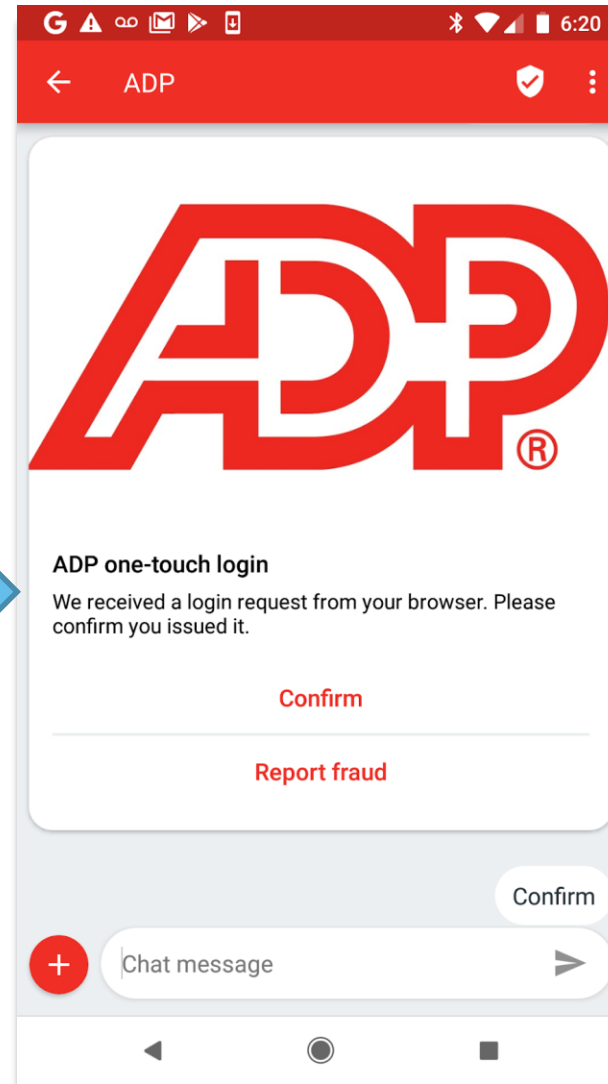
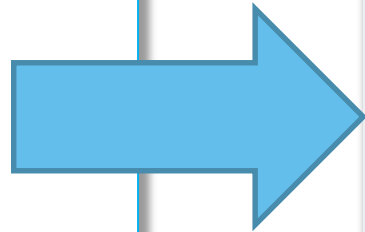
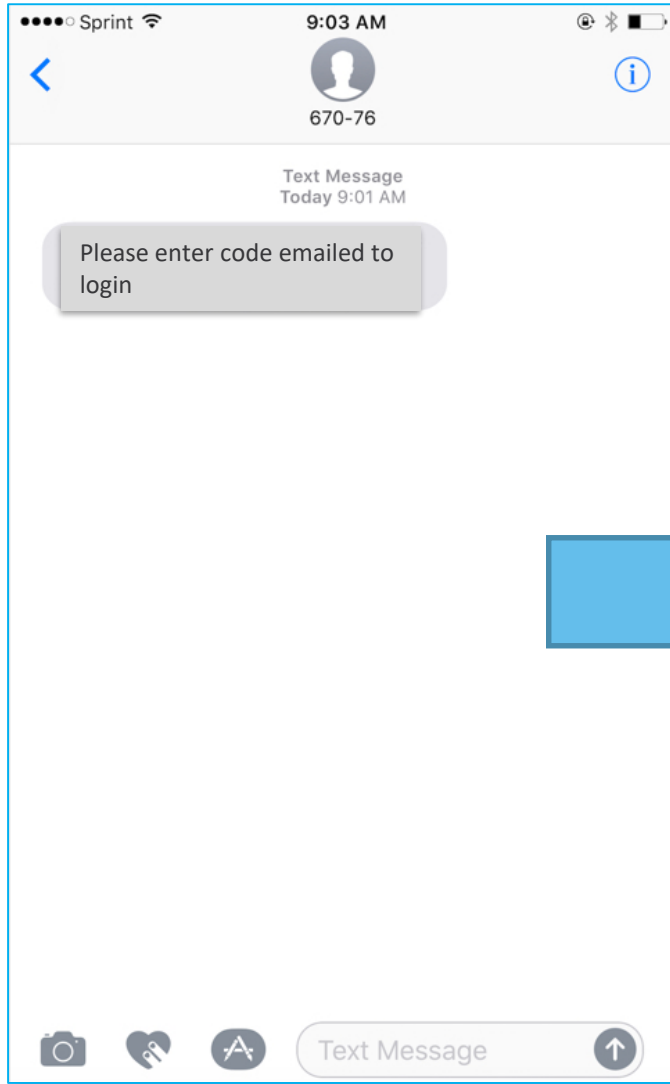
What the new experience is for RCS security related transactions

Demo

# One-click Login

**Improve login with password-less  
experience**

# The HCM Experience with RCS



Surface notifications

Visuals vs. text

Ease of navigation

Trust

# Eradicating Passwords

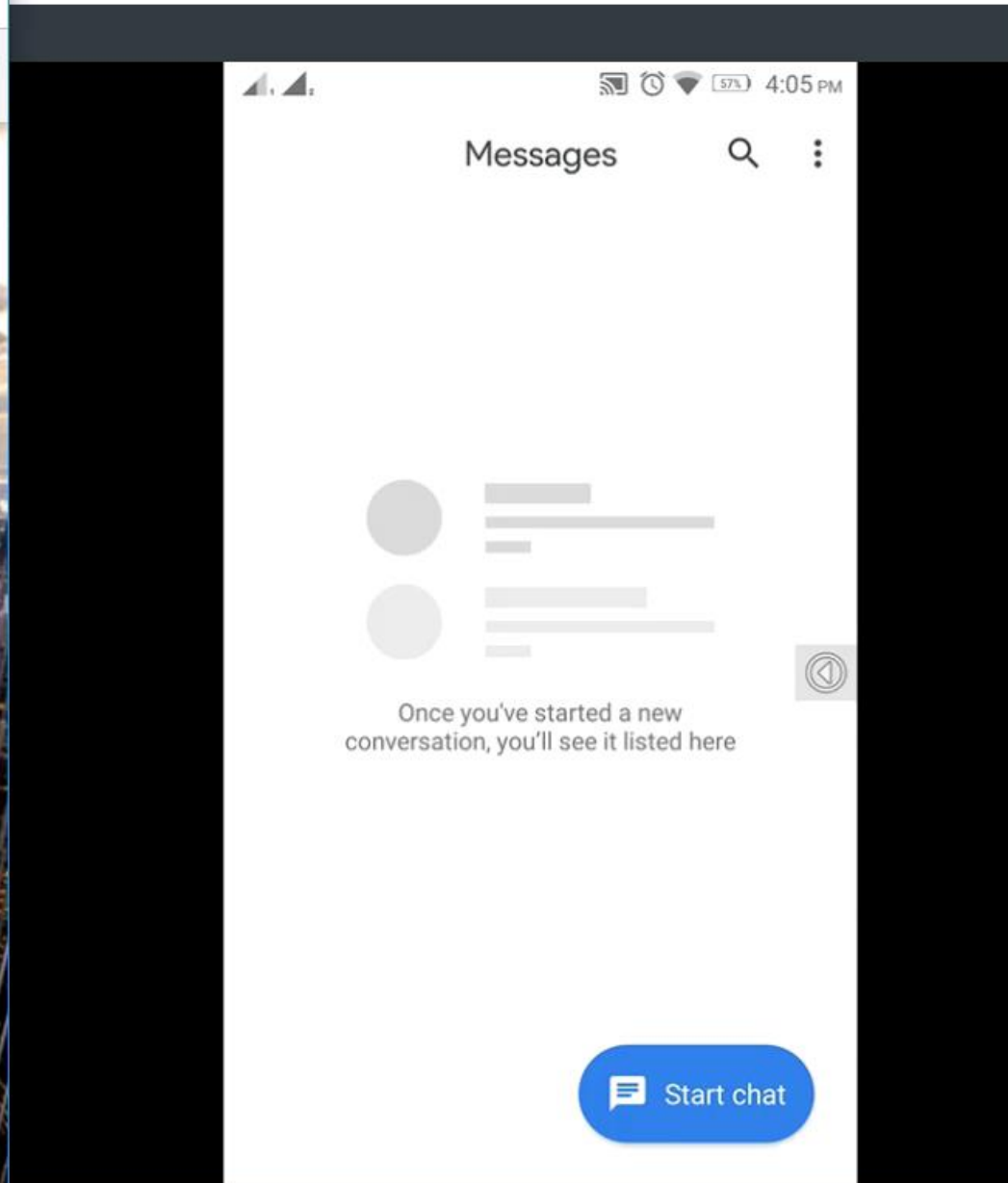
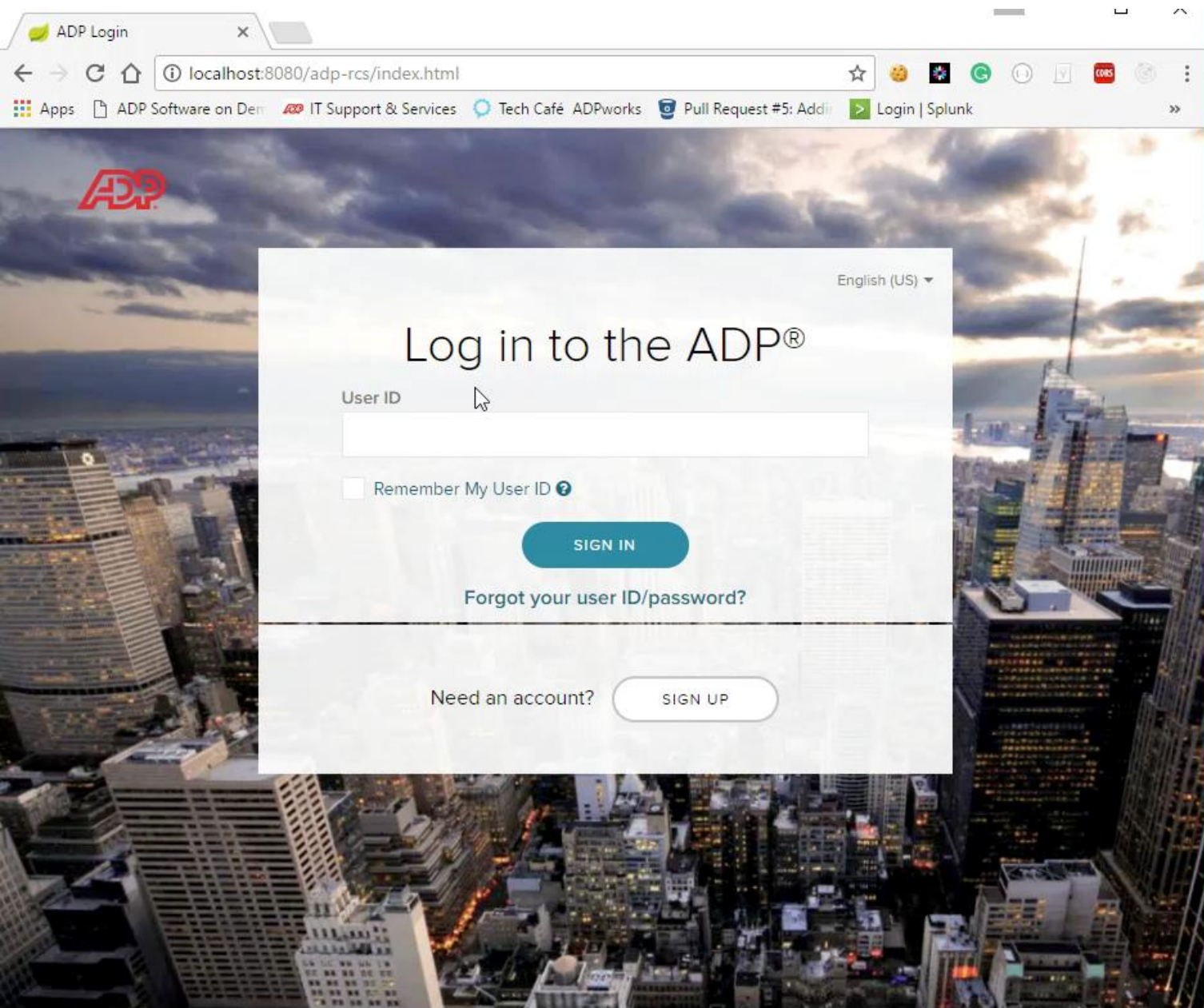
➤ **120**  
logins per  
second

**40 Million**  
Active Users

➤ **15M**  
Unique active  
users/month

Mobile channel will be  
primary and secure  
channel for providing end  
users authentication  
options.

22% YoY  
decline in  
Reset  
Password  
call  
volume



# Step-up Authentication for Sensitive Transactions

**Block fraudsters from rerouting funds, stealing credentials and accessing sensitive personal data**

# Step-up and fraud prevention

Fraudster attempts sensitive transaction

ADP sends message to legitimate user

Legitimate user denies transaction

ADP blocks fraudster and investigates the case

ADP contacts the user

**FRAUD AVERTED!**






ADP RCS

localhost:8080/adp-rcs/build/index.html?userid=lucy@acme

ADP Software on Dem IT Support & Services Tech Café ADPworks Pull Request #5: Add Login | Splunk



Powered by ADP


Pay

Direct Deposit

UPDATE DIRECT DEPOSIT

CHARLIE L.

ADP



ADP one-touch login

We received a login request from your browser. Please confirm you issued it.

Confirm

Report fraud

Confirm

Thank you. Your browser will log you in in a few seconds.

Now • via airtel 02

Chat message from Idea 01



# Security with Convenience

User experience that is



Timely



To the point



Secure

# Thank you!



jotts photography