



Our Drive To Zero Passwords Panel Discussion



Cisa Kurian
Principal Security Advisor -
Enterprise Information Security



Ryan Rowcliffe
Field CTO
HYPR

About Us



#4
on Fortune 500
list



**Serving more
than 100 million
customers across
Caremark and
Aetna**



>47 million
unique digital
customers



~85%
of Americans
live within 10 miles
of a CVS Pharmacy
location



>1,100
walk-in medical
clinics



>6.5 million
CarePass® members



>110 million
PBM plan members



24.4 million
medical benefit
members



>9,000
local touchpoints



Tell us a little bit about your business and your role? How did you come to being a principal security advisor at CVS Health?



What were the drivers that made your organization first consider upgrading up the type of authentication you were using?




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What were some of the benefits you were looking to achieve? Conversely, what challenges were you looking to solve?

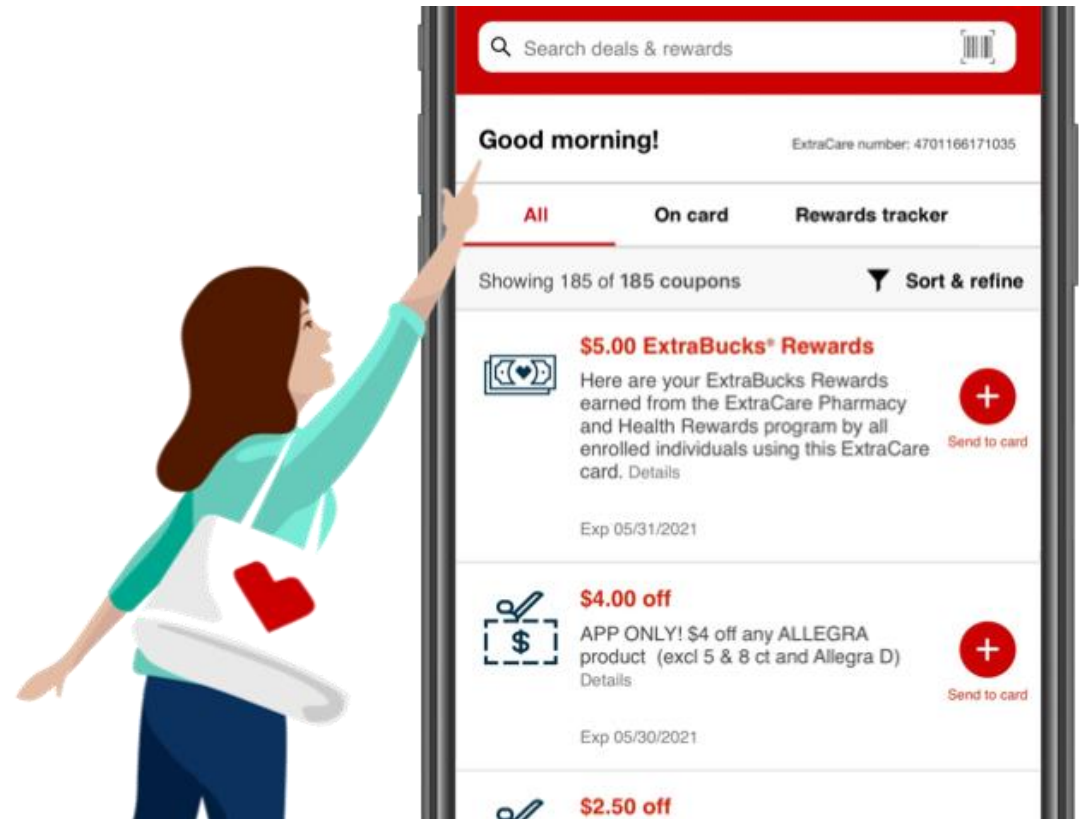
A man in a light-colored suit and dark tie is shown in profile, looking down at a tablet computer he is holding with both hands. He is standing in a bright, modern office with large windows in the background. Other people are visible in the background, but they are out of focus. The lighting is soft and natural, coming from the windows. The overall tone is professional and focused.

The security space in general can be noisy and daunting. What were some of the criteria you used in order to cut through the clutter and determine the solution that was best for your organization?



Can you explain your method for driving awareness and gaining support from stakeholders to drive the adoption of Passwordless Authentication?

Using passwordless
multifactor
authentication
technology may be
simple; but getting end
users to change their log-
in behavior can be met
with resistance. How did
you roll this out? Where
were there any surprises
along the way?



What words of advice would you share with people or organizations that are either "passwordless curious" or are considering upgrading their authentication security?

