

Business Value with CA

"eTrust® SiteMinder® has provided us with greater reliability, simplicity of use of our resources and increased user satisfaction and productivity. The web single sign-on functionality has drastically reduced the number of calls to our help desk, enabling our workers to focus on other business critical issues."

Giovanni Trambusti,

Logical Security and Data Protection,
Organization and Systems Coordination, Resources Division,
Banca CR Firenze



Banca CR Firenze

Banca CR Firenze Uses CA Identity and Access Management Solutions to Manage Extranet and Intranet Authentication

Customer Profile:

(May 2006)



Banca CR Firenze
Florence, Italy
www.bancacrfirenze.it

Industry:

Banking

Assets Under Management:

€ 10.557,8 (Dec 2005)

Consolidated Profits:

€ 149,0 million (Dec 2005)

Employees:

About 6,000

CA Product:

- eTrust® SiteMinder®

Company Summary

Banca CR Firenze is a leading group of financial services companies offering a wide range of personalized banking, financial, insurance and consumer credit solutions through its member companies. Banca CR Firenze Group is located across the Tuscany, Lazio and regions of central Italy and maintains important partnership with major stakeholders Sanpaolo IMI and BNP Paribas. The Group was the first bank in Italy to offer its clients online and TV banking, and today operates dedicated private customers (liberamente.net) and business portals (io-impresa.it).

Banca CR Firenze operates a network of more than 520 high-street branches with a portfolio of about 1 million customers. The central information system architecture is built around a mainframe and over 250 Windows servers, some outsourced from third parties, while another 520 or so servers are distributed among the local branches.

Greater Security Through Automation

At Banca CR Firenze, the culture of security runs deep, particularly with respect to control of access. On the applications side, this is governed by the Resource Access Control Facility (RACF), a procedure intrinsic to the mainframe system.

However, distributed environments, and above all, Web-based applications whether for internal or home banking use present a different challenge. These applications were originally protected by their own individual authentication system, and the security functionality they offered was too basic to cope with growing security threats. At the same time, the need for automation began to make itself felt more urgently.

"Back in 2000, we set ourselves the objective of increasing automation on our security procedures as deep as possible," explained Giovanni Trambusti, in Logical Security and Data Protection of Banca CR Firenze. "Among them access control was a priority from the start. Our aim was to extend to the distributed environment the expertise we had acquired in the mainframe sphere."

Key Benefits:

- Reduced corporate risk by compliance with legislation
- Simple integration of existing solutions and third party applications
- Increased security enforcement on customer-installed solutions without impacting performance
- Reduced workload for the help desk thanks to high reliability, simplicity of use and SSO functionality in eTrust SiteMinder

CA Advantages:

- Single vendor delivery for product, services, maintenance, and support
- Comprehensive and integrated Identity and Access Management platform
- Global presence
- Unified and simplified Enterprise IT Management

Key eTrust SiteMinder Features:

- Single sign-on for web-based resources
- Centralized security policy management server
- Enterprise manageability
- Federated identity support
- Open and extensible, cross-platform support
- High availability, reliability, and scalability

Key Business Processes:

- Enabling secure access to Internet banking transactions

Partner:

- Infogroup

IT Environment:

- 5 Mainframes
- 860 Windows servers

Beginning with applications used by customers, the question was initially answered with a proprietary security solution developed by Infogroup, a company set up in 1985 to provide Information and Communications Technology (ICT) services and provisioning, and controlled by Banca CR Firenze Group. Staffed by more than 380 employees, plus around 150 external engineers and consultants, Infogroup showed revenues of € 55,099 million in 2005, of which 35% was earned from non-group customers, putting it among Italy's top 25 IT service providers.

Infogroup sells and manages specialist services, predominantly to the financial sector, though it has sizable contracts with the oil and retail industries. Infogroup itself recognized the need to move on from a proprietary tool to a commercially available solution and thereby open the information system to global standards. Thus, in early 2004, the bank announced its Identity and Access Management project and tenders were publicly invited. Claudio Tozzi, Infogroup's Distributed Application Management chief, described their intentions, "We wanted to realize a leading-edge solution that incorporated Single Sign-On Web access compatible with heterogeneous applications and users flexible enough to satisfy various authentication systems, and capable of providing a platform for present and future solutions based on innovative technologies."

The Solution Implemented

After an initial selection, two candidates were short-listed for a pilot project to decide which solution offered the best response to the problem. CA's eTrust® SiteMinder® was selected and the first platform went into production a few months later. The bank was particularly pleased with the software's architecture, particularly how it keeps ownership of the data separate from the system. "This feature is of fundamental importance: the mass of centralized data allows us, for instance, to check if an agent in Personal Financial Planning, who is clearly authorized to use the application, is also authorized to access the data of a particular client."

Tighter Security, Easier to Use

One of the main factors leading to the selection of eTrust SiteMinder was its ease of integration. According to Trambusti, "Given that we were replacing a proprietary application developed by Infogroup, the CA solution's implementation capacity and cross-platform support was an extremely positive sign, and the vast installed base and top level references gave additional guarantees."

Both managers were in agreement: "Implementation was so smooth that when the new solution went into production, users didn't notice a thing. That is proof enough of the high level of performance. Out of approximately 80,000 clients (of which 50,000 active out of 140,000 licenses acquired) we saw no more than ten cases of disservice and these were due to users running obsolete browsers. However, the bank replaced the browsers free of charge, thus winning the customers' loyalty."

On the intranet side, Trambusti stressed the product's integration capacity, "The eTrust SiteMinder solution became a key reference platform. It's not intrusive and leaves us complete freedom to add new applications or develop system architecture with very few constraints."



Compliance on Top of Workload Reduction

Adoption of eTrust SiteMinder also provided Banca CR Firenze with an additional, immediate benefit. As Trambusti explained, "Using a commercially available product means we can claim cutting-edge technology in compliance with the latest security legislation especially when it's backed by a name with CA's stature and reputation. It also enables us to quantify the residual risk, which brings pay-offs both in terms of Basle II and corporate image."

A further advantage of eTrust SiteMinder is that the greater reliability, simplicity of use, and single sign-on functionality have cut the number of calls and reduced the help desk's workload.

Following the initial implementation, Banca CR Firenze began to gradually integrate all the remaining applications. Now, they are turning their attention to introducing the latest strong authentication techniques in the knowledge that eTrust SiteMinder is already capable of supporting them.

For more information, visit ca.com.

