

CUSTOMER SUCCESS STORY

KASIKORNBANK eliminates nearly 30,000 helpdesk calls a year with automated identity management



CUSTOMER PROFILE

Industry: Financial services

Company: KASIKORNBANK

Employees: 16,193

Assets: USD \$54.4bn - Rank#3 in Thai banking industry

BUSINESS

KASIKORNBANK provides consumer, commercial and corporate banking services via 809 branches and 7,043 ATMs throughout Thailand. It is the country's third largest commercial bank.

CHALLENGE

The bank needs to provision system access rights to around 260 new recruits every month and continually update employee accounts. With only manual processes, this was time-consuming and resulted in errors.

SOLUTION

By deploying CA Identity Manager and CA Directory, KASIKORNBANK has been able to automate the provisioning and management of 16,193 user identities. The solutions also facilitate user self-service.

BENEFIT

The access rights for a new employee can be provisioned in five minutes, which improves productivity. The bank has also been able to eliminate 2,450 helpdesk calls a month and free up two user administrators.

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Business

Delivering innovative financial services to Thailand

KASIKORNBANK is the third largest commercial bank in Thailand. It offers consumer, commercial and corporate banking services including lending, credit card services, international trade financing, asset management and investment banking.

KASIKORNBANK has 809 branches in Thailand, of which 284 are in Bangkok, plus a network of 7,043 ATMs (automated teller machines), 100 foreign exchange offices and 62 international trade centres. The bank also has four overseas offices in locations such as Los Angeles, Hong Kong, Cayman Islands, and Shenzhen.

Since it was founded 65 years ago, KASIKORNBANK has strived to provide its customers with a high-quality, innovative and proactive service. The bank is renowned as a technology leader in Thailand, and has spearheaded a number of technological innovations.

Challenge

Providing new recruits with rapid access to systems

As a financial services organisation, security and compliance are at the top of the agenda for KASIKORNBANK. The bank must ensure that only authorised users are able to access its business and financial systems and associated data.

Security, however, must be balanced with accessibility to maximise staff productivity. Mr. Rangsan Jaroenlap, Vice President of IT Security Infrastructure Management at the bank, comments, “Around 260 new members of staff and contractors join KASIKORNBANK every month. Before they can start serving customers and delivering value to the bank, each individual must be provided with secure access to the systems relevant to their role.”

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“As well as being time-consuming, our manual provisioning processes often resulted in errors.”

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Mr. Rangsan

Vice President of IT Security Infrastructure Management, KASIKORNBANK

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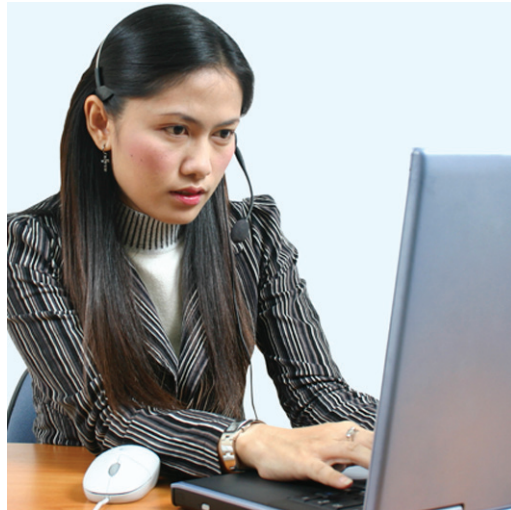
Reliant on manual provisioning processes, it took the bank at least a week to grant access privileges to a new contractor or member of staff.

This protracted approach to provisioning not only impacted new users' productivity, but also the efficiency of the IT team responsible for managing the process.

“The user administration team had to manually seek manager approvals and create user identities for up to 12 different applications,” comments Mr. Rangsan. “As well as being time-consuming, this approach often resulted in errors and inconsistencies.”

Manual identity management also meant that ongoing user administration was costly and complex. “Every time a user needed to reset a password or update their profile details they had to do so via KASIKORNBANK's IT helpdesk,” comments Mr. Rangsan. “This meant support staff spent much of their time carrying out account administration activities instead of helping to resolve IT problems that could impact customer service levels.”

To maximise productivity for new starters, helpdesk staff and the user administration team, KASIKORNBANK needed an identity management solution that could automate provisioning and enable self-service account administration tasks while safeguarding security and compliance.



260

new users automatically
provisioned every month using
CA Identity & Access
Management solutions

Solution

Automated provisioning and identity management for 16,193 users

KASIKORNBANK partnered with security specialists Skyworth TTG to design and implement a new platform for identity and access management, based on CA Identity Manager r12 and CA Directory.

Mr. Rangsan comments, “It was a pleasure to work with Skyworth TTG’s professional services team. Their industry knowledge and technical expertise ensured that our implementation of the CA Technologies Identity and Access Management solutions went smoothly and was delivered on time and within budget. Skyworth TTG staff went above and beyond meeting the requirements set forth by our organization.”

The CA Technologies solutions provide a central repository for identity information, such as the user’s role, profile, password and access privileges. “CA Directory interfaces directly with KASIKORNBANK’s applications and systems via the LDAP (Lightweight Directory Access Protocol) best practice directory structure,” comments Mr. Rangsan.

This means when a new employee account is set up in KASIKORNBANK’s PeopleSoft HR system, a user profile and associated privileges are automatically created via CA Directory in:

- Active Directory
- Lotus Notes email system
- Bosch door access control system.

If relevant to the new employee’s role, user accounts are also created for specific business applications, such as the bank’s loan portfolio management system and Windows Server and mainframe management systems.

Mr. Rangsan comments, “In total 12 applications are integrated with the identity and access management platform, which automates provisioning.”

KASIKORNBANK plans to expand this integration to its new core banking system, which is currently being implemented.

The CA Technologies identity and access management platform also simplifies user account updates, deletions, terminations and password resets for KASIKORNBANK’s 16,193 users.

“Common administrative tasks, such as password resets, profile updates and account unlock processes, can now be completed by end users via CA Identity Manager’s self-service features, which means support staff no longer need to be involved in such activities. This eliminates up to 10 minutes of work per request, resulting in significant time savings for our helpdesk,” adds Mr. Rangsan.

Benefit

Increased security and greater staff productivity

The new identity and access management platform has streamlined user account provisioning and management for KASIKORNBANK, thereby increasing staff productivity. For example:

- Provisioning a new user now takes just five minutes
- Deleting a user account now takes three minutes, instead of 15 minutes
- Terminating an account when an employee leaves the bank is 80 percent faster
- Updating an account used to take 20 minutes and can now be completed just three minutes
- When a user moves department, it takes three minutes to change his/her account, rather than 20 minutes.

KASIKORNBANK estimates that over the seven-month period from May to December 2010, these and other efficiency gains in provisioning and identity management saved the bank four years' worth of staff time.

“We can provision the access rights for 260 new employees and contractors a month with minimal manual intervention,” comments Mr. Rangsan. “As well as enabling efficiency gains, centralised identity management means we have more accurate and consistent account information with fewer errors.”

The CA Technologies platform has also enabled KASIKORNBANK to:

- Improve security and compliance as access privileges are automatically disabled on an employee's last working day
- Reduce the volume of helpdesk calls by around 2,450 per month
- Free up two user administrators to new assignments, resulting in cost savings.

Mr. Rangsan comments, “By founding our new identity and access management platform on CA Technologies solutions we are able to safeguard the security of our critical systems and data while simplifying user access to improve productivity. As a result, we can operate more efficiently and continue to deliver cost-effective and high quality customer services.”

Skyworth 创维

Skyworth TTG Holdings Limited (Skyworth TTG) is a global IT systems integrator specializing in Identity & Access Management, Security, Service Oriented Architecture Implementation and Risk Management. Skyworth TTG has offices in Beijing, Hong Kong, New Jersey, Oslo, Shenzhen, Singapore and Wuhan.

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