CUSTOMER SUCCESS STORY

Strengthening Security and Efficiency: IAM Tool Implementation and Segregation of Duties

IBM | PATECCO dynamic identity systems.



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PATECCO and IBM

Our long-standing strategic partnership with IBM began in 2015 and successfully implement the latest IBM solutions to help businesses digitally transform.

The deep expertise in IBM technologies has made us a preferred integration provider for many global organizations from different industries such as banking, insurance, pharma, energy, chemistry and utility.

The synergy has resulted in several unique solution integrations that have empowered our customers to enhance their productivity, act smarter and grow faster by ensuring streamlined operations, efficiency and compliance. We have heavily invested in the technical skills and certifications of our team necessary to provide the top level of Identity and Access Management services and solutions.

PATECCO and IBM deliver value to the clients by:



Integrating innovative solutions that best meet the needs of the client.



Constantly investing in our people to develop their proficiency and skills.



Following the best implementation practices to streamline access management.



Ensuring a shared vision and commitment to enable business transformation.

CUSTOMER SUCCESS STORY: DKB

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Introduction

In the fast-paced and ever-evolving world of banking, security, efficiency, and regulatory compliance are critical. This success story showcases the journey of a leading banking institution that successfully implemented an Identity and Access Management tool (IBM Verify Identity Governance), coupled with robust segregation of duties practices, revolutionizing its security measures, operational efficiency, and regulatory adherence.

Challenges

Our banking customer – DKB (Deutsche Kreditbank) is a renowned German credit institution with a global presence, recognized the need to fortify its security infrastructure while ensuring seamless access to critical systems and data for employees, partners, and customers. They sought to overcome the challenges of manual user provisioning, complex access management, the risk of unauthorized data breaches, and ensuring compliance with regulatory requirements. That was the reason to contact PATECCO, as a trustworthy identity and access management provider, to support the bank to overcome a number of security problems.

Pain points

In the process of communication and analysis of the bank's core systems our company identified three main pain points in the finance organization:

- too much orphan accounts
- poorly managed password policies
- lack of recertification campaigns

Problems overview

By recognizing all these challenges and pain points, our team defined a few critical problems that needed a clear IAM strategy and a high technical expertise to be resolved:

- Reduction of administration in IT (saving of work for administration and helpdesk)
- IT Security risks reduction (applying the principle of least privileged, robust SoD/SA framework, restricted access catalog, strong password policies)
- Reduction of operational costs (this includes audit costs, application licenses, time savings)

- Automation of IGA processes (faster Lifecycle processes, reconciliation, reduction of human errors)
- Supporting legal and regulatory compliance (easy and fast recertification, reporting)

After identifying a number of critical needs, the decision we have offered was to implement a cutting-edge identity governance tool (IBM Verify Identity Governance), alongside a comprehensive segregation of duties framework.

Working closely with the bank's IT team and stakeholders, our expert IAM implementation team formulated a robust strategy that aligned with the bank's unique needs, security requirements, and segregation of duties principles.

Strategy and approach

1. **Needs Assessment and Regulatory Analysis:** The first step involved analysis of the bank's existing systems, including user provisioning, access control, authentication, and audit capabilities. Additionally, an overall analysis of regulatory requirements was conducted to identify areas that necessitated segregation of duties practices to ensure compliance.

2. **Solution Design and Customization:** Leveraging their extensive expertise, the IAM implementation team customized the IAM solution to meet the bank's specific requirements. This included defining segregation of duties policies, establishing role-based access controls, and integrating them into the IAM framework.

3. **Deployment and Integration:** Seamless integration with the bank's core banking systems, customer portals, and internal applications was achieved, ensuring secure access control while enforcing segregation of duties. The IAM solution, alongside segregation of duties practices, was implemented in a phased approach, minimizing disruption to the bank's operations. To implement proper segregation of duties (SoD), the organization needs at least one user manager, department manager, risk manager, and application manager with different responsibilities and scopes to avoid a single person having multiple roles and responsibilities that can easily run into SoD violation.

4. **User Training and Adoption**: Recognizing the importance of user acceptance and compliance, a comprehensive training program was developed and delivered to employees at all levels. This program focused on educating users about segregation of duties principles, the importance of separation of critical tasks to mitigate risks and ensure regulatory adherence.

Results

- Reduction of Security Risks
- Deleted Orphan accounts
- Enforced centralized access rules (SA and SoD)
- Periodic recertification campaigns
- Uniform access rule across system boundaries
- Strengthened password policies
- Regular reviews with IGA Report



Why did the client choose IBM Verify Identity Governance solution?

- IVIG is highly customizable
- Provides proper User Management (create, modify, activate)
- Ensures robust Account Management (Accounts and Entitlements Management)
- Access Request Workflow & Password Management (User Portal)
- Provisioning & Reconciliation
- Reporting

What are the benefits for the customer?

1.Enhanced Security and Risk Mitigation: The IBM Verify Identity Governance integrated with segregation of duties practices, established a robust framework for preventing unauthorized access, fraud, and data breaches. Segregation of critical tasks reduced the risk of fraud by ensuring that no single individual had unrestricted access to sensitive functions or transactions.

2.Improved Regulatory Compliance: The combination of IAM and segregation of duties practices ensured adherence to stringent regulatory requirements governing the banking sector. By separating conflicting duties and establishing an audit trail, the bank was well-prepared to demonstrate compliance during regulatory audits.

3.Streamlined Operations and Efficiency: Automated workflows for user provisioning and access management, in conjunction with segregation of duties, reduced administrative overhead and streamlined processes. This not only saved time and costs but also improved operational efficiency and productivity.

4.Accountability and Transparency: Segregation of duties fostered a culture of accountability by clearly delineating responsibilities and preventing potential conflicts of interest. Auditable logs and reporting capabilities provided transparency and enabled effective monitoring of user activities.

Why PATECCO was the right implementation provider?

- Our team of certified experts, architects and developers has a deep knowledge of the capabilities and functionalities of ISIG
- Our team has excellent communicational skills with the client and IBM
- Proficiency in adapting the solution to the client's extended requirements.
- We follow the best implementation practices and supported the bank to enhance their security infrastructure, to streamline access management, reduced fraud risks, and to facilitate regulatory adherence.

About PATECCO

PATECCO, established in the year of 2009, is a privately held German company providing services in the areas of the development, implementation, and support of Identity & Access Management solutions.

The company delivers comprehensive solutions based on latest technologies such as Cloud Access Control, Privileged Account Management, Managed Services, Access Governance, Identity Governance and Intelligence, Role-Based Access Control, Security Information and Event Management, Recertification and Asset Management. Its long-term partnership with IBM supports the success in a number of international consulting projects.



CONTACTS

PATECCO GmbH

Tel.: +49 (0) 23 23 - 9 87 97 96
Ringstrasse 72 - 44627 Herne
E-Mail: info@patecco.com
www.patecco.com

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