

CASE STUDY

UNION INVESTMENT : LEVERAGING IAM FOR E-BANKING



ORGANIZATION

Union Investment Group has been developing investment solutions for private and institutional investors for over 50 years. In total, more than 4.5 million customers entrust their money to Union Investment, where more than 2,400 employees take care of managed assets in over 980 funds worth about 160 billion euros.

Challenge

Union Investment wanted to provide streamlined procedures and secure access to all of their Intranet and Internet-facing portals and websites, which were servicing customers and staff users alike. User and entitlement records were scattered throughout multiple and heterogeneous repositories, therefore producing significant data inconsistency and fragmentation. Once authenticated, users connecting from the Internet and corporate network had to be able to securely browse Union Investment's websites - hosted on different domains - without having to enter their credentials a second time. Additionally, helpdesk team members accessing Union Investment's websites from their workstations wanted, once authenticated against their windows domain, password-free access to all of those same websites and services, all based on heterogeneous technologies.

Solution

Atricore's Identity and Access Management products and professional services made it possible for Union Investment to improve customer satisfaction yet without sacrificing security by delivering seamless access to their e-banking services. Conversely, it improved help desk personnel efficiency by allowing them to gain privileged password-free access to the e-banking ecosystem.

Client Benefits

- Enhanced, streamlined customer experience with single sign-on access to all e-banking services.
- Improved security, minimizing the potential for attacks
- Enhanced value for customers through removal of friction with e-banking transactions
- Improved security, minimizing the potential for attacks
- Improved by an order of magnitude helpdesk response turn around time by bridging E-Banking and Corporate IT ecosystems

CONTACT

FOR MORE INFORMATION PLEASE CONTACT

PHONE: + 1-415-707-0521

E-MAIL: HELLO@ATRICORE.COM