

Helvetia

High administration costs and constantly increasing compliance requirements in the insurance industry threatened Helvetia's competitiveness. To support future business growth, the company wanted to modernise its online offerings for customers. Helvetia standardised and automated user administration processes with NetIQ® Identity Manager. A single process covers staff and customer identities and the company can now provision new users 98 percent quicker.

Overview

The insurance company Helvetia Group, headquartered in St. Gallen, Switzerland, has branch offices in Switzerland, Germany, Austria, Spain, Italy and France and annual premium income of CHF 7.5 billion (USD 8.5 billion).

Challenge

Helvetia Group is a European insurance company specialising in life, property and casualty insurance as well as reinsurance. With its almost 5,200 employees, Helvetia has annual premium income of CHF 7.5 billion.

In a tightly regulated environment, Helvetia must constantly adapt to changing requirements, including new laws concerning freedom of information.

The company sought to establish tighter control of access to sensitive customer information, for improved compliance with international standards. The goal was to increase security without adding to staff administration costs.

"With Identity Manager, setting up a new employee only takes about three minutes, a savings of 98 percent"

ALEXANDER KESSINGER

Head of Corporate Middleware
IAM & Security, Helvetia

On the back of recent profit growth of 9.2 percent, the company wanted to modernise its customer management and improve its online service offerings, facilitating further growth in the future. Helvetia aimed to use customer interaction more efficiently to leverage cross-selling opportunities.

Solution

To streamline staff administration, Helvetia engaged NetIQ Consulting. The team implemented Identity Manager on SUSE Linux Enterprise Server and connected 30 internal applications to the new central user repository. The team deployed various standard and customised connectors, including ones for LDAP, Active Directory, Lotus Notes, SAP, SOAP and RACF for its mainframes, to allow for smooth provisioning processes across the entire application landscape.

Helvetia simplified user provisioning processes considerably for about 5,000 staff identities by integrating identity management with its SAP ERP Human Capital Management application and combining it with a workflow engine that triggers approvals and tracks permission changes reliably.

Alexander Kessinger, Head of Corporate Middleware, IAM & Security at Helvetia, said, "We constantly add features and connect new systems. Today, Identity Manager is our single point of control for user management across

Customer Success Story

Identity Manager
Consulting



At a Glance

■ Industry

Insurance

■ Location

Europe

■ Challenge

The insurance organisation wanted to modernise its customer management and improve its online service offerings while improving compliance with international standards.

■ Solution

Use Identity Manager as a single point of control for user management across all business applications and as a way to provide user identities for a customer web portal.

■ Results

- + Offered a centralised identity management solution with a standardised interface
- + Replaced many decentralised solutions to provide better control and improved reliability
- + Gained ability to onboard new employees in minutes through automation

“Thanks to Identity Manager, we have established a single process to manage and monitor internal and external users.”

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all business applications. Comprehensive permission reporting helps us to satisfy even the strictest compliance and auditing requirements.”

The customised permission monitoring covers the modelling layer, the central identity management system and also the target systems. Regular checks across all three layers ensure that users have access only to the systems they need.

To provide innovative online services, Helvetia is launching a new portal where customers can access personal information and get a quick and simple overview of their insurance contracts and policies. This new customer portal takes advantage of Identity Manager to provide 50,000 customers with secure and standardised access to their data.

Results

Helvetia simplified its IT system architecture by implementing a central identity management solution with a standardised interface, replacing many decentralised solutions to provide better control and improved reliability of user provisioning across all applications.

This improvement has substantially changed administration processes, for example when a new employee joins the company. In the past,

Helvetia had a team of eight people creating users and managing user permissions in 30 applications. Setting up one new employee required approximately four hours of manual work.

“With Identity Manager, we have automated the onboarding process for a new employee,” said Kessinger. “After the human resources department has added the new employee, the manager gets an email notification to select what needs to be ordered or provisioned for this new employee. Once the employee record is approved by the manager, the IT team adds the phone and the office number to the master data, and the NetIQ solution creates user accounts in all relevant systems in the background. Adding a new user only takes about three minutes—that is an enormous saving of 98 percent per user.” Instead of eight people executing repetitive tasks, the new team comprises five highly skilled employees who model identity management processes to improve efficiency further.

“Thanks to Identity Manager, we have established a single process to manage and monitor internal and external users,” said Kessinger. “We already benefit from substantial savings and will continue to expand the process automation to improve productivity and provide more innovative services to staff and customers.”



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