_beta**systems**

LEGALLY COMPLIANT OPERATIONS – RELIABLY REALIZED WITH SAM ENTERPRISE

Reference Project

BANCA INTESA

Leading Serbian commercial bank decided to implement Beta Systems identity management products to ensure secure access permissions for internal and external IT users throughout the country.

LEGALLY COMPLIANT OPERATIONS – RELIABLY REALIZED WITH SAM ENTERPRISE

Since it joined Intesa Sanpaolo Group 2005 Banca Intesa Beograd has been rapidly growing to become the leading financial service provider of Serbia. One of the key ingredients of the bank's ongoing success is an (IT) infrastructure that guarantees smooth business processes. One of the central factors in this context is reliable access management, both for reasons of compliance and economic efficiency. This is why Banca Intesa Beograd decided to introduce pro-ducts from Beta Systems in early 2012. The company-wide identity management solution is based on SAM Enterprise Identity Manager Entry Package. SAM-enabled automated user management brings increased security and performance to the customer's workflows, lowers administration costs and helps to meet a key governance, risk and compliance requirement.

The Security Department of Banca Intesa comprising three units – Information Security, Physical Security and Business Continuity, is based in Novi Beograd (New Belgrade), the new business and residential district of the Serbian capital. Department Head Miloš Kilibarda is quite familiar with the topic of identity management. "The issues that arise when dealing with hundreds of users who need to access various systems are not new to us," he says, adding, "Firstly, manual assignment of all required access rights places a huge burden on the IT administration. And secondly, it is very hard to ensure that every user always has precisely the rights he or she needs and is supposed to have."

According to Miloš Kilibarda, identity management is a factor that always needs to be considered when people and technology are interconnected. Every user is assigned various access rights for each system, which need to be revoked again at some point. These rights must be designed ahead of time and need to be monitored

constantly once assigned. Being a rather young company, Banca Intesa has modern, competitive software. However, due to its rapid growth, the IT infrastructure had not been able to keep stride with this development in the past. The goal was therefore to connect the existing systems by means of an identity management solution in an effort to streamline workflows and gain better control of the complete landscape.

Intesa Sanpaolo also Relies on Beta Systems

When it came to sounding out the market to find a suitable provider, the Belgrade bank first took a close look at what conclusion the Italian Intesa Sanpaolo had reached. Banca Intesa Beograd is a member of this commercial bank association that has strategic presence in over 40 countries. After a thorough market evaluation and a proof of concept from five contenders, the bank confirmed Intesa Sanpaolo's choice by selecting Beta Systems in the fall of 2011.

Aleksandar M Stanojević, Head of Information Security: "We came to the conclusion that this provider offers the most robust solution, and it delivers all the functions we need to implement our identity management scheme. The reasonable price was another deciding factor, as was the fact that Intesa Sanpaolo is already working with Beta Systems products. This also means that it will be easy to integrate the systems should we decide to do so at a later point in time. Last but not least, the products of Beta Systems are at the core of many financial service businesses throughout Europe, which is a clear sign that this manufacturer is here to stay and thus offers the kind of investment security we are looking for."

Service Package Put Project Implementation on the Fast Track

The partnership was sealed by signing a three-year contract for the Beta Systems SAM Entry Package in January 2012. The fixed-price

Efficient user management has become a critical success factor in the banking business. The SAM Entry Package offered precisely what we needed to get started on identity management and centralized, auditable organization of sensitive corporate data.

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Miloš Kilibarda

Head of Security Department

ABOUT THE COMPANY

Banca Intesa Beograd is Serbia's No. 1 commercial bank with headquarters in Belgrade. It has 208 branch offices in 120 cities and 1.54 million customers throughout the country. Its products include retail and small business loans, savings, bonds, guarantees and farmer loans. Banca Intesa Beograd is a member of Italy's Intesa Sanpaolo, a commercial banking group that has strategic presence in over 40 countries.

SECTOR

Financial Services

FACTS & FIGURES

Year of founding:	1991
Branch offices:	208
Customers:	1.54 million
Employees:	3,200
Head office:	Belgrade
President of the executive board:	Draginja Đurić

BALANCE SHEET TOTAL (2010):

Net asset	359.123 Mio RSD
Placements to clients	255.358 Mio RSD
Liabilities to clients	236.511 Mio RSD
Capital	57.289 Mio RSD
Net profit before income tax	8.456 Mio RSD
Regional centers:	6

THE CHALLENGE

The identity management project for Banca Intesa Beograd mainly aimed at implementing a centralized, automated access rights provisioning system in order to provide proof of compliance and reduce the cost of ownership.

PRODUCTS EMPLOYED

SAM Enterprise

BENEFITS OF THE BETA SYSTEMS SOLUTION

Once the identity management solution from Beta Systems is fully implemented, Banca Intesa will benefit from reduced administration costs and increased security thanks to automatic user management.

COMPETITIVE ADVANTAGE

Banca Intesa manages user roles and performs certifications on the business process level based on their own business processes. This means that role-based user rights administration allows IT administrators to work much more effectively, resulting in lower costs and accelerated workflows.

identity management offering includes licenses, maintenance and a harmonized service package for connecting target system applications. These services ensure efficient project planning and implementation as well as saving the bank's IT team from being burdened with extra chores during the implementation stage. The scope of services includes standardized target system interfaces (TSI) and SAM uConnect, an intelligent connector technology for integrating the bank's core banking system. All in all, the all-inclusive entry package included 3,500 managed user ID licenses.

Beta Systems offers a fair and transparent service package, mature and proven software technologies, as well as solution support and consulting based on many years of experience, thus guaranteeing the success of the bank's IT project. Employees access corporate data in a secure, transparent and traceable manner, allowing the bank to administrate all access rights of its IT users in an efficient and cost-effective manner.

The IT landscape of Banca Intesa mainly comprises the proprietary core banking system developed by domestic company, Windows Active Directory, Microsoft Exchange and a document management system based on Lotus Domino. Core banking solution was integrated into the IM solution by drawing on SAM uConnect and the other systems via the standard target system connection. Other key components of the installation are a Windows system and an SQL database. Core banking solution connects to a large number of satellite systems that take care of various specialized tasks. The full system installation and connection of the target systems was completed in a very short time – which was also owing to the fact that Beta Systems had been able to provide a native-speaking expert who was available to answer any implementation questions or resolve issues on site.

The source for all information on internal and external IT users, connected persons and their tasks at Banca Intesa is the bank's HR system. The first step involves the automatic retrieval of all

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Aleksandar M Stanojević

Head of Information Security

personal data via the standard interface to the HR system. This important information provides the basis for securely and automatically assigning the required access rights to all IT users of the connected target systems.

Changing the Corporate Culture

SAM Enterprise proved its worth immediately after going live. "The process of granting users access to individual applications had been a complicated business, not least because we lacked a stringent system," comments Miloš Kilibarda. For instance, if an employee was required to present documents or tests before gaining access, most of the time they were able to hand in this information at a later time, and the IT administrator in charge had to take note of these exceptions. "Our new identity management solution enables us to strictly enforce the prescribed workflow as algorithms are unbiased and do not permit any exceptions. This, in turn, has an impact on our corporate culture, which is now characterized by security, reliability and compliant processes. And this is precisely what our customers expect from us as their financial service provider," concludes the chief of security. Speaking of compliance: The IM solution from Beta Systems not only empowers Banca Intesa to operate in a compliant manner, but it moreover gives them the level of control needed to implement and enforce compliance regulations.

KEY FIGURES
› Connected core target systems: Core Banking System, Windows Active Directory, Microsoft Exchange, document management system based on Lotus Domino
› Licenses for active users: 3,500
› Integration time for each basic system: 10 days

As an added benefit, use of the new solution results in cost savings as SAM Enterprise allows Banca Intesa to optimize and automate their processes. Many IT administration tasks that used to require manual intervention have been made obsolete. This freed up valuable time which is now dedicated to other issues instead of wasting it on user authorization tasks.

"Now that we have connected our key banking applications to enable centralized access management, we are currently reviewing our organizational procedures and business processes within the individual departments," explains Marko Sladić, Information Security Specialist at Banca Intesa. We are trying to determine which user groups work with which systems and how rights have been assigned up to this point. The findings will help us draw up a concept for automatic rights assignment, create accounts and allocate assignment rules to the individual role profiles. Marko Sladić: "The main objective of this project is to establish a centralized, automated system for company-wide provisioning."

The next step focuses on creating user roles. Based on the employees' existing functions the security team will assign typical access right bundles to the various role patterns for the different systems. This involves the step-by-step creation of hundreds of role patterns, which are then assigned to the individual users.

> *The identity management products from Beta Systems are easy to handle for our IT administrators. And we particularly appreciate the excellent implementation support provided by native speakers.*
>
> Marko Sladić
>
> Information Security Specialist

Connecting Further Systems and External Users

The security staff is also analyzing the properties and risk potentials of the satellite systems connected to proprietary core banking system. Once this is completed, they will be integrated, allowing the Beta Systems software to automatically assign the respective access rights. For this Banca Intesa is planning to considerably upgrade the Entry Package, adding both licenses and new functionality. This will be followed by connecting users working at the Leasing, Fond Management and Card Services subsidiaries – who are already using the bank's IT infrastructure – to the identity management system, and, as a last step, employees of external companies, for example technology partners.

At this point, SAM Enterprise will afford the bank with a 360-degree-view on which user has what access rights for which systems and whether the current permissions conform with the role of any particular employee. This will ensure that all employees have access to precisely those critical bank applications and corporate data they need to perform their current tasks at any time, meaning their access rights are always perfectly aligned with their duties. The identity management technology from Beta Systems is instrumental in allowing Banca Intesa to automate this decentralized authorization scheme.

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