



Intragen specialises in Identity & Access Management (IAM), Service Oriented Architecture (SOA) and related infrastructure management. We have a successful track record in delivering great solutions to our clients on time and in budget. Our way of doing business is honest and straightforward and we do everything possible to get the best result for you. By re-investing expertise, knowledge and best practices within our teams, we build better solutions from pre-made components designed to solve problems.

CASE STUDY



ZwitserLeven

“Without Intragen this project implementation would not have succeeded due to its complexity.”

“Intragen made a significant contribution to the project design with the combination of the technical architecture and their view of the future.”

“Intragen was a great fit for us as they have little bureaucracy, they fit in directly, are flexible and they look further than their own area.”

“Intragen is a solution provider in the widest sense of the word. Their staff are goal driven and they are knowledgeable. They have the know how and can implement the technology properly. They dealt with our concerns with regard to the project risks. We found early on that we can trust them to get the job done.”

“When more portals need to connect, the resultant costs will be less, which makes it very cost effective.”

Dick Jan Broer, Project Manager, ZwitserLeven



Industry: Retirement Planning & Pensions

Business Challenge

Managing the life cycle and identities of large numbers of users for web access with Single Sign On (SSO) across multiple web sites and Federation across domains was extremely complex. Compliance requirements and privacy rules for end user access to pension information needed to be supported by accurate and timely access to investment data. Finally, all changes to pension plans must be secure and use two factor SMS authentication.

ZwitserLeven is in the process of using Access Management (SSO and Federation) to transform the way clients access pension data across all internet facing applications.

Solution: Identity & Access Management Implementation

ZwitserLeven chose to adopt an Identity Management system to fill and provision a corporate wide directory with users and permissions. The access management solution enables users to authenticate once and receive authorisations for web access. The access is secured by both single factor and two factor authentication using SMS, based on Open Source. This was achieved by implementing an Identity & Access Management programme, initially defining a clear vision and creating a strategic roadmap that delivered business benefits early in the programme and reduced compliance risk.



Key Benefits:

- Improved security – two factor authentication and Single Sign On (SSO) for pension transactions
- Improved customer service levels through seamless and efficient resource provisioning, giving the customer access to their data and services
- Reduced costs through reusable access management system using Open Source
- A consistent way of managing and controlling access entitlements
- Federation between websites establishing users' credentials and trusts.
- Lower costs: re-deployable infrastructure that reduces costs for internet facing applications

Business Wide Support for SSO & Federation

The Programme

Due to the introduction of stronger compliance law for pensions in The Netherlands, pension providers need to give clients better insight into their pension policies and how much they have accumulated. ZwitserLeven needed a secure solution which was also scalable to all policy holders.

Previously ZwitserLeven had used tailor-made solutions for each application. Due to the strong security and privacy requirements, ZwitserLeven investigated what benefits a package implementation, customised to their needs, could provide.

Working with Intragen, ZwitserLeven chose the Oracle package integrated with Open Source as they wanted a solid, standard solution for large user groups, which had to be secure. By using a well established vendor suite, they avoided building every feature and gained the know how to do so. Integrating Open Source options brought significant cost savings.

The system enables user friendly security for clients who can easily click through the portal – it is a high quality, solid solution.

The project team worked closely with the architecture group from SNS Reaal to ensure the solution fitted within the corporate IT strategy.

The Deployment Challenges

Of course, every complex project encounters some hurdles: the challenge was to make the technical processes work when there were issues in the various elements of the solution. However, Intragen communicated well and provided a solution every time. Without Intragen this implementation would not have been successful due to its complexity.

ZwitserLeven chose a phased 'go live', introducing users in groups to ensure the first application delivered using the security system deployed at low risk.

Intragen will also be providing maintenance and administration support to assist our internal support staff.

Benefits of the Project

Internally, ZwitserLeven complied to the new law for pensions, removing compliance and privacy issues.

Externally, the security system is very user friendly, enabling clients to have an insight into the policy administration of their pensions. Via the secure web portal, clients are able to see actual results, and are also able to make changes to their policies. In future, this will offer better cost effectiveness due to reduced demands on back office personnel.

The Consulting Partner

Intragen consultants helped make the difference, not just the technology, but also their flexible attitude made the process easier. Their vision for the future enabled us to get more from the project at reduced costs. Finally, their flexible approach, which was not bound with red tape, enabled them to make a difference and integrate quickly and efficiently within our company.