

Cross Identity Case Study

PRIVATE SECTOR BANK



Project Overview

Customer
Large Bank

Headquarters
India

Industry
BFSI

Solution Implemented
Compact Identity – SSO
and PWM

Users
1,50,000+

Engagement Year
2016

BFSI, APAC

The client is a leading private sector bank with over 100,000 employees and a market capitalization of \$45 Billion. The bank has over 4000 branches across 2500+ towns and cities. It is also a leader in cross-selling its products like Mutual Funds and Stock Broking.

Business Requirements

- SSO to 7000+ applications which included web, thick client, smart client, and Citrix applications.
- Multi-Factor Authentication to improve security of some core banking applications.
- Hide the credentials of shared IDs from the end users.
- Reduce helpdesk calls related to Password Reset and unlocking accounts.

Cross Identity Solution

- **Compact Identity** addressed the need for SSO to all applications. Users were asked for their credentials only once.
- **Compact Identity SSO** also solved the problems of **shared IDs**.
- Enhanced security to sensitive applications via multi-factor authentication along with the convenience of SSO.
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- **Helpdesk dependency** eliminated.

Value Delivered

- **Increased employee productivity** – employees now directly logged in to end point applications.
- **Auto launch of applications** when users log into workstations with SSO.
- **Increased Help Desk efficiency** by reducing the password resets call to zero.
- **Enhanced security to sensitive applications.**
- Shared ID credentials are hidden from end users while providing access to the application via SSO.

