

German bank overcomes barriers to access management

BHF-BANK achieves 40 per cent faster approval times for systems access and cuts administration time on identity management by 20 hours a week

BHF-BANK, headquartered in Frankfurt and part of the French private banking group Oddo & Cie, has been catering to the needs of medium-sized family-run businesses and their families since 1854. The bank needed to replace its existing Sun Identity Management solution, now part of Oracle. The technology was reaching the end of its lifecycle and its licences were being terminated. The question was whether to stay with Oracle for identity management or look for an alternative.

Challenged by identity management

Finding a replacement was complicated because the bank ran a mixed IT infrastructure and a lot of proprietary code. A new identity and access management (IAM) solution would need to handle 30-plus target systems. Frank Riewe, Head of Ecommerce and Web Development at BHF-BANK, says: "We also wanted to future proof our system and not

be in the position where our IAM investment was no longer supported."

After extensive research, BHF-BANK chose Identity Manager as its IAM technology. The services team successfully completed the implementation in less than 12 months, linking around 30 platforms, which included IBM mainframes, Oracle and SAP systems, and Microsoft directories. BHF-BANK was able to centralise the identity service for managing user identities and access rights for several thousand internal and external users.

Greater employee productivity with 40 per cent faster access provisioning

Today, BHF-BANK has significantly improved the speed of its access management. All access management is completed through Identity Manager, adding users and access rights for all of the bank's target

Customer profile

BHF BANK

PRIVAT SEIT 1854

Company	BHF-BANK
Industry	Banking & Finance
Country	Germany
Employees	1,100
Website	bhf-bank.com

Business need

The bank needed to replace its existing identity and access management solution, which was coming to the end of its lifecycle.

Solution

The organisation rolled out Identity Manager to streamline and improve the efficiency of its access management processes.

Benefits

- Increases employee productivity with 40 per cent faster approval times
- Improves rates of staff satisfaction with transparent process
- Boosts workplace agility with temporary staff easily integrated
- Saves time and lowers costs as team saves up to 20 hours a week on access management

Solutions at a glance

- Identity & Access Management
- IAM Professional Services

"Employee productivity has been greatly enhanced because access is granted much quicker. We can provision users or systems up to 40 per cent faster with Identity Manager."

Frank Riewe, Head of Ecommerce and Web Development, BHF-BANK

systems. Riewe says: "Employee productivity has been greatly enhanced because access is granted much quicker. We can provision users or systems up to 40 per cent faster with Identity Manager thanks to its out-of-the-box functionalities."

Enhanced work flexibility through user access templates

The bank has also enhanced efficiency in the workplace, enabling temporary personnel to gain fast access to the systems they need. Comments Riewe: "In the past, we had to create a new user profile for each temporary consultant we had. With Identity Manager we have a user template, which saves time."

Improved rates of satisfaction with transparent process

Personnel feel more supported by IT because it's much simpler to request access permissions and password resets. The bank has created an "IT Shop" with Identity Manager, which operates like an online store where people check out their request baskets. The whole process takes no more than 30 seconds.

Lower costs as IT team saves up to 20 hours a week on access management

IT administrators are saving significant amounts of time while safe in the knowledge that access management is tightly controlled. "We've reduced access management time by around 20 hours a week with Identity Manager," says Riewe. "It ensures tight governance, is easy to use and does not require specialist skills."

Products & Services

Software

Identity Manager

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