IBM

National Australia Group UK increases business flexibility with IBM Tivoli identity management solution.

Overview

■ **Challenge**
  A U.K. banking group needed to accelerate its ability to respond to regulatory requirements and market opportunities, while ensuring the security and privacy of customer and financial data

■ **Why IBM?**
  IBM delivered a standards-based solution that could ensure the consistent application of security policies and facilitate a smooth interaction with partners, suppliers, customers and bank employees

■ **Solution**
  A centralized identity management model that rigorously protects financial and customer information and reduces the time and cost of security management

■ **Key Benefits**
  Anticipated savings of over £6 million (US$11 million) annually through improved process efficiencies; ability to rapidly respond to new market opportunities and regulatory requirements; greater customer satisfaction through fast and secure access to financial data

National Bank Group UK delivers retail banking, corporate banking and wealth management services to 2.1 million customers in the U.K. through two regional banks — Clydesdale Bank and Yorkshire Bank.

In the world of international banking, it pays to be flexible. The National Australia Group UK (NAG UK), a division of the National Australia Bank Group (*www.nabgroup.com*), provides banking services to 2.1 million customers through two regional banks, Clydesdale Bank and Yorkshire Bank. With the growing demand for improved Web-based services by both customers and staff, NAG UK had to respond. The organization has almost 200,000 customers accessing Internet banking services and 12,000 employees accessing branch-based applications in the retail environment.

"Our goal is to be a leading international financial services company that is trusted by its clients and renowned for getting it right. IBM software solutions enable us to adapt quickly to market changes and closely control access to financial information so we can achieve this goal."

— Stephen Swann, Manager, Access Control and Integration (ACI) Engineering Room, European Business Systems, National Australia Group UK

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Building its reputation with secure services

To improve staff productivity and reduce help-desk costs, NAG UK will soon provide branch staff with self-service capabilities that enables them to quickly reset or update their passwords through a Web-based interface.

As a result, when the Financial Services Authority (FSA) updated its requirements for how U.K. banks sell mortgages, NAG UK found a vehicle for delivering a new architecture for its Web-based applications to customers and staff. The organization's existing services were based on outdated technologies that placed unnecessary constraints on deploying new business processes. By modernizing all its services — not simply its mortgage services — and building an architecture that could support an array of innovative Web-based banking applications, NAG UK could increase its overall responsiveness and improve customer satisfaction.

Making this change required a new approach to securing NAG UK Web-based applications. NAG UK executives knew that the time and cost of security administration and service development could be greatly decreased. The company's existing processes involved duplication of effort as each bank department built its own security components within new applications and independently

maintained access rights for bank staff. Employees needed many different user IDs and passwords to access all the systems required to do their jobs. Additionally, the isolated management of employee access rights between departments created significant delays in providing access to services and made it difficult for IT staff to reliably enforce security policies and remove access rights for departing employees.

Corporate and regulatory policies drive big changes

Without modernizing its identity management processes, NAG UK would face difficulties in adapting to changing market conditions and increasing operational risk. "We needed to rapidly deploy new services across our banks while still closely controlling access to customer information," explains Stephen Swann, manager, Access Control and Integration (ACI) Engineering Room, European Business Systems, NAG UK. "To achieve this, we had to fundamentally change our approach to identity management."

To meet its goals, NAG UK needed a foundation that would integrate, automate and synchronize security processes across the group's various lines of business and centralize security controls for all Web-based banking services. These important steps were part of the organization's effort to build a service-oriented architecture (SOA) to help it rapidly

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respond in an on demand world. By removing security code from the applications themselves, the company's development group could more quickly and easily add or adapt services. Providing branch staff and customers with a single sign-on to authorized services would improve user satisfaction. Offering NAG UK staff self-service capabilities would improve employee productivity, reduce help desk costs and ease the burden of daily administration on help-desk and IT staff. Streamlining and automating identity management processes would help increase staff productivity and ensure the consistent application of security policies. "With IBM Tivoli software, we can simplify and streamline identity management processes while creating a solid SOA that vastly improves our efficiency and helps us easily adjust to evolving business needs," says Swann.

Protecting customer privacy

As part of its move to provide branch staff and customers with Web-based access to services, NAG UK deployed IBM WebSphere Application Server software to provide a reliable, high-performance environment for running newly developed banking services. In addition, IBM WebSphere MQ software enabled application integration between newly developed applications and data stored in the company's mainframe environment.

To protect customer information, NAG UK selected IBM Tivoli identity management software. Working with IBM Global Services, the NAG UK IT staff has implemented Tivoli Access Manager for e-business to remove the security code from individual applications, manage access based on business policies, and provide branch staff and customers with single sign-on capabilities to the organization's essential sales, productivity and collaboration services.

Ultimately, Tivoli Access Manager for e-business will help secure access for more than 12,000 employees and 200,000 customers across numerous services, including a Siebel customer relationship management solution; IBM Lotus Notes and IBM Lotus Domino-based applications for e-mail and collaboration; and internally developed Internet banking services running on IBM WebSphere Application Server software. "IBM WebSphere Application Server is critical in enabling us to quickly launch new branch services," says Swann. "The integration of Tivoli security management solutions with WebSphere software helps ease our transition into the Web-based world. As a bank, we can't afford to have our customers or branch staff unable to access services. There's no doubt that IBM software solutions help us deliver highly available and scalable services."

Key Components

Software

- IBM Lotus® Domino®
- IBM Lotus Notes®
- IBM Tivoli® Access Manager for e-business
- IBM Tivoli Identity Manager
- IBM Tivoli Directory Integrator
- IBM Tivoli Directory Server
- IBM WebSphere® Application Server
- IBM WebSphere MQ

Services

- IBM Global Services

"IBM Tivoli identity management software provides us with the flexibility to automate workflow based on our unique business processes. Using this powerful, policy-driven approach helps us improve service delivery while reducing costs."

– Stephen Swann

Next, the NAG UK IT staff will leverage IBM Tivoli Identity Manager, IBM Tivoli Directory Server, a lightweight directory access protocol (LDAP) directory, and IBM Tivoli Directory Integrator. These solutions will centralize user identity management, automatically provision user-access based on business policies and provide branch staff with self-service capabilities so that they can change their passwords without the assistance of help-desk personnel. One day Swann hopes to automate the entire entry process for new employees so that everything they require to do their jobs — whether it's a laptop computer or a corporate car — is automatically ordered when they are hired.

Reducing costs and minimizing risks

According to Swann, the elimination of manual user administration processes related to password and directory administration alone will save the organization approximately £6,000 (US$12,000) a month. Once the solution is fully implemented, NAG UK executives expect potential savings to reach £6 million (US$11 million) annually as a result of increased process efficiencies. "IBM Tivoli identity management software provides us with the flexibility to automate work-flow based on our unique business processes. Using this powerful, policy-driven approach helps us improve service delivery while reducing costs," says Swann.

Additionally, Swann emphasizes that the creation of a centralized identity management infrastructure provides a range of benefits that are difficult to quantify but essential to the success of any financial institution, including:

- *Improving staff productivity and customer service through faster access to customer information and services. In particular, the self-management feature of the user password will eliminate users waiting for password resets and enable staff to deliver services without interruption.*
- *Reducing the risk of unauthorized access, fraud and data theft, especially as a result of lost or stolen passwords.*
- *Facilitating smooth interaction with partners, suppliers and customers through single sign-on capabilities. Streamlining access to services in this way will help increase customer retention and customer satisfaction.*
- *Strengthening adherence to, and enforcement of, security and access policies.*
- *Reducing the time and cost of regulatory compliance through a flexible platform that can be adapted to changing requirements.*

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For more information

Please contact your IBM sales representative or IBM Business Partner.

Visit us at:
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For more information on the National Australia Bank Group, visit:
www.nabgroup.com