Bravura Security

Large Bank Improves Institution Wide Services With Self Serve Password Management

Challenge: The bank's large, mobile and rapidly growing workforce was generating tens of thousands of password reset calls monthly.

Solution: Responsive customer service and the best password reset technology made Bravura Pass stand out from all other solutions.

Outcome: Employees unlock 100,000 passwords a month without calling the help desk. The IT team redeployed support across the business.

INDUSTRY
Finance

REGION
North America

PRODUCT
Bravura Pass

Bravura Security's client, one of the largest North American banks, has over 100,000 employees, 20 million customers and 5,000 retail sites. Every month, the bank adds 100,000 new customers to its award-winning online banking site. The bank has over $400 billion in assets and is ranked among the 40 largest private employers in the US.

Due to our customer's policy, Bravura Security is unable to disclose the bank's name.

The Challenge

The bank has a large, mobile and rapidly growing workforce which was generating tens of thousands of password reset calls monthly. This help desk call volume was growing rapidly. Unabated, this growth would have required the bank to hire many help desk staff and acquire larger facilities to house them.

The bank has a strong user service philosophy. This includes a help desk service level agreement (SLA) stipulating

that support calls be answered and resolved promptly, 24x7. The high password problem call volume caused long queues and compromised service SLAs. Clearly, a solution was required.

The Solution

The bank needed a password management solution to address the high cost of internal password support. Additional requirements were to improve user productivity and data security.

The bank needed to reduce the number of full-time equivalent (FTE) staff at the IT help desk by equalizing workloads between peak and off-peak hours and by diverting problem resolution away from human operators to a self-service infrastructure.

The solution had to meet extensive technical requirements, including integration with existing systems and applications, including Active Directory, TopSecret (mainframe), Unix servers and more. A mature, self-service infrastructure.

Ability to house user profiles to Active Directory. Ability to integrate with bank IVR systems, including voice biometrics. Ability to scale up to support thousands of target systems, each with its own user and password database.

The bank had previously attempted to deploy other password management products, but these attempts were unsuccessful. This experience led the bank to approach the password management initiative as a significant IT project, requiring a vendor that would act as a long-term partner, able to adapt to rapidly changing business and technical requirements.

"The responsive customer service and the best password reset technology made Bravura Pass stand out from other vendors we evaluated."

Password Management Team, Financial Institution

Bravura Security at a Glance

Bravura Security is the only industry leader delivering identity and privileged access management across a single platform to ease implementation as your IAM and PAM roadmaps evolve.

The Solution

After evaluating a number of password management products on paper and in the lab, the bank selected Bravura Security's password management solution: Bravura Pass.

"The solution Bravura Security offered was much more advanced than any other product we were considering," says the bank's representative.

A key factor that made Bravura Pass stand out from its competitors was flexibility. Bravura Pass easily integrated with every type of system the bank evaluated. Bravura Security was also alone in bundling a full set of over 70 connectors, rather than charging separately for every new integration.

Having selected Bravura Pass, the bank set about installing, integrating, validating and rolling out the solution. Top functionality included automatically extract-ing user profiles from the corporate Active Directory plus
configuring password synchronization and self-service password reset. Integrating Bravura Pass with mainframe LPARs, Oracle databases and over 3000 Unix servers plus a new
Interactive Voice Response system using biometric voice print verification to authenticate callers was also top priority. The team also included a source code security audit by an independent security vendor.

Next, the team ran a user enrollment program. Bank users were asked to activate their profiles and provide biometric

voice print samples.

The Outcome

Once the solution was deployed, users began to enroll to use Bravura Pass. In the first two years, over 80% of eligible users provided voice print samples and began using the solution to manage passwords via phone and web. In this time period, self-service password reset usage grew from zero to over 33,000 transactions per month (25% using web browsers and 75% using a telephone).

Today, over 95% of users have enrolled to use Bravura Pass. In an average month, 100,000 passwords are reset or unlocked without a call to the help desk.

Each self-service password reset represents a help desk call that didn't happen, contributing to cost savings. As a result, the bank avoided needing to hire and house new help desk staff. Instead, since Bravura Pass was deployed, over 40 FTEs at the help desk have been redeployed to other departments at the bank.

The bank found that employees responded positively to Bravura Pass. Employees are more productive with fewer passwords to remember and a simple self-service problem resolution mechanism.

"The Bravura Pass solution was easily and rapidly deployed across our complex IT infrastructure."

Password Management Team Member, Financial Institution