

# CASE STUDY

## EASTERN BANK : IAM IMPROVING BANKING CUSTOMER EXPERIENCES



### ORGANIZATION

With \$8 billion in assets and more than 90 branches, Eastern Bank is the largest independent and mutually owned bank in the U.S. Eastern Bank offers banking, investments and insurance all under one roof, and prides itself on working harder to understand its customers' needs so it can deliver these services in a committed and personal manner.

### Challenge

Eastern Bank Union Investment wanted to provide their helpdesk personnel with registration and password-free access to a business-critical solution for managing electronic payment transactions disputes, exceptions and adjustments.

This posed a challenge, as most solutions were COTS (commercial-off-the shelf) products with limited support for integrating with Eastern Bank's Microsoft-based security ecosystem. Additionally, helpdesk personnel credentials as well as other confidential information were not to be exposed to any of the bank's products

Finally, the Identity and Access Management solution had to be hardened in order to adhere with security compliance requirements for entities operating in the financial sector.

### Solution

Atricore's identity and access management products and professional services made it possible for Eastern Bank to improve customer satisfaction by providing their helpdesk staff with seamless and secure access to services for managing disputes, exceptions and adjustments, all without compromising the security of the organization.

### Client Benefits

- Enhanced, streamlined customer experience with faster turnaround time with dealing with disputes for electronic payment transactions
- Improved security of on-boarded third-party solution, minimizing the potential for attacks
- Improved by an order of magnitude helpdesk response turn around time by bridging E-Banking and Corporate IT ecosystems
- Reduced time-frame and associated costs with on-boarding future business critical solutions with limited or no support for integration with Eastern Bank's security ecosystem and adhere to compliance requirements

### CONTACT

FOR MORE INFORMATION PLEASE CONTACT

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