

# CASE STUDY

## UNION INVESTMENT: LEVERAGING IAM FOR E-BANKING



### ORGANIZATION

Union Investment Group has been developing investment solutions for private and institutional investors for over 60 years. In total, more than 4.5 million customers entrust their money to Union Investment, where more than 3,000 employees manage a volume of over 340 billion euros, making Union Investment one of Germany's leading fund management companies.

### Challenge

Union Investment wanted to provide streamlined procedures and secure access to all of their Intranet and Internet-facing portals and websites, which were servicing both customers and staff users. User and entitlement records were scattered throughout multiple and heterogeneous repositories, producing significant data inconsistency and fragmentation as a result. Once authenticated, users connecting from the Internet and corporate network had to be able to securely browse Union Investment's websites - hosted on different domains - without having to enter their credentials a second time. Additionally, helpdesk team members accessing Union Investment's websites from their workstations wanted, once authenticated against their Windows domain, password-free access to all of those same websites and services, all based on heterogeneous technologies.

### Solution

Atricore's IAM products and professional services made it possible for Union Investment to improve customer satisfaction without sacrificing security, by delivering seamless access to their e-banking services. At the same time, allowing helpdesk personnel to gain privileged password-free access to the entire e-banking ecosystem greatly improved efficiency.

### Client Benefits

- Enhanced, streamlined customer experience with single sign-on access to all e-banking services
- Improved security, minimizing the potential for attacks
- Enhanced value for customers through removal of friction during e-banking transactions
- Greatly improved helpdesk response turnaround time by bridging e-banking and Corporate IT ecosystems

### Contact

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