

Italian insurance consortium tightens data security

GE.SI.ass enables trusted partners to deliver skilled support to its customers while ensuring their systems and data remain secure and compliant with privileged management from One Identity

Key Facts

Company

GE.SI.ass

Industry

IT support

Country

Italy

Website

www.gesiass.it

Challenges

In order to deliver the best service, GE.SI.ass needed a secure, compliant way to outsource support of complex business intelligence applications to its trusted partners.

Results

- Quickly enabled trusted partners to deliver expert support to customers — without compromising security
- Generated setup time saving of 75 percent
- Ensured compliance with data protection requirements
- Provided convenient skills training

Products

Privileged Password Manager

Privileged Session Manager

Italian firm GE.SI.ass is part of a unique consortium that provides IT services to two European insurance companies, Helvetia and Nationale Suisse. By sharing a data centre, mainframe and insurance-specific systems, both firms realise significant savings without compromising on security and productivity. To enable trusted partners to provide expert application support, GE.SI.ass adopted privileged management solutions from One Identity.

Delegate activity, not credentials

Both insurance companies use business intelligence (BI) solutions based on Microsoft SQL Server and SAP. Due to the complex nature of BI, GE.SI.ass recognised that outsourcing support of the BI solutions to skilled experts would be the most sensible approach. In order to use an external partner, GE.SI.ass had to ensure security was in place to safeguard its clients' data. "Our primary goal is to provide a good service



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Gianbattista Caragnini, Head of Service Management, GE.SI.ass

to Helvetia and Nationale Suisse — security is paramount,” notes Gianbattista Caragnini, Head of Service Management at GE.SI.ass. “We needed a way to allow external partners to access our customers’ BI solutions without any risk of security breaches.”

In particular, GE.SI.ass wanted to delegate support activities to its trusted partners, enabling them to modify, manage and accept changes to the live BI systems. However, that delegation had to comply with strict regulatory requirements. “Compliance with data protection requirements is becoming more challenging, particularly requirements relating to system administrators’ roles and their ability to distribute administrative privileges to other users that are beyond what is needed to resolve a system issue or configure a single product, for instance,” Caragnini says. Therefore, it was vital that giving the partners the administrative rights needed to undertake their support roles did not involve sharing system credentials.

GE.SI.ass knew it needed a privileged management solution. To find the right one, the company consulted with its trusted IT partner R1 SpA, which is recognised as being one of Italy’s most reliable systems integrators and typically works as an extension of its customers’ IT teams.

Granting only the necessary credentials

R1 quickly found the perfect solution for GE.SI.ass. “We saw the privileged management solution and loved it — we knew it was the right solution for enabling our trusted partners to support our customers,” enthuses Caragnini. “We tested both Privileged Password Manager and Privileged Session Manager and the results were good, so we ruled out the other solutions on our shortlist.” GE.SI.ass also had faith in One Identity as an organisation and trusted that its products would deliver.

Privileged Password Manager automates and secures the process of granting administrative rights, ensuring that when administrators require privileged credentials, such as the Unix root password, to perform their duties, those credentials are granted according to established policy. With Privileged Password Manager, you’re assured that only appropriate access is granted based on required approvals, that all actions are fully audited and tracked, and that the password is changed immediately upon its return.

Privileged Session Manager enables you to meet auditing and compliance requirements for privileged access. You can limit access to a specific period or session and even limit the specific commands that can be run during a session. Plus, you have full recording and replay of all actions performed for auditing and compliance.

Both solutions are deployed on a secure, hardened appliance, giving you an effective, efficient and compliant way to control your most powerful accounts.

Enabling expert partners access while protecting customer data

After only six months of using the One Identity privileged management solutions, GE.SI.ass achieved its goal of external partners working autonomously to provide Helvetia and Nationale Suisse with the support they need. "Our partners support nine of our customers' systems but they no longer possess our system credentials," says Caragnini. "Instead our privileged management solution indirectly grants each partner either administrative rights or system diagnostic rights. This ensures we are operating as

securely as possible to keep our customers' data safe, and at the same time, we are optimising the management of privileged accounts and safeguarding productivity."

Skills training, plus time savings of 75 percent

GE.SI.ass's system engineers have benefited from receiving skills training from the solution. "Activities can be recorded with Privileged Session Manager," notes Caragnini. "Like closed-circuit television (CCTV), this helps to instill an element of control, but interestingly it also enables our staff to learn new skills by watching how our partners' technical support staff carry out certain activities."

Finally, GE.SI.ass has achieved impressive time savings by using the One Identity solution. "Configuring the privileged

management solution to run with a new system takes about a day; without it, we would need up to four days to set up the profiles of different users for each of the different systems and carry out testing," comments Caragnini. "This 75 percent time savings is significant, but more importantly without the privileged management solution, we would not be able to meet our security needs so elegantly."

About One Identity

The One Identity family of identity and access management (IAM) solutions, offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management, and privileged management.

Learn more: OneIdentity.com