

Insurance company saves 75 percent of a service desk FTE within nine months of launch

Hiscox improves security and prepares for business growth with automated identity and access management from One Identity

Key Facts

Company

Hiscox

Industry

Insurance

Country

United Kingdom

Employees

1,400

Website

www.hiscoxgroup.com

Challenges

To improve efficiency and ensure the IT service desk could accommodate the growing business, Hiscox wanted to automate its manual user-provisioning processes. It also wanted to tighten security and ensure proper separation of duties (SOD).

Results

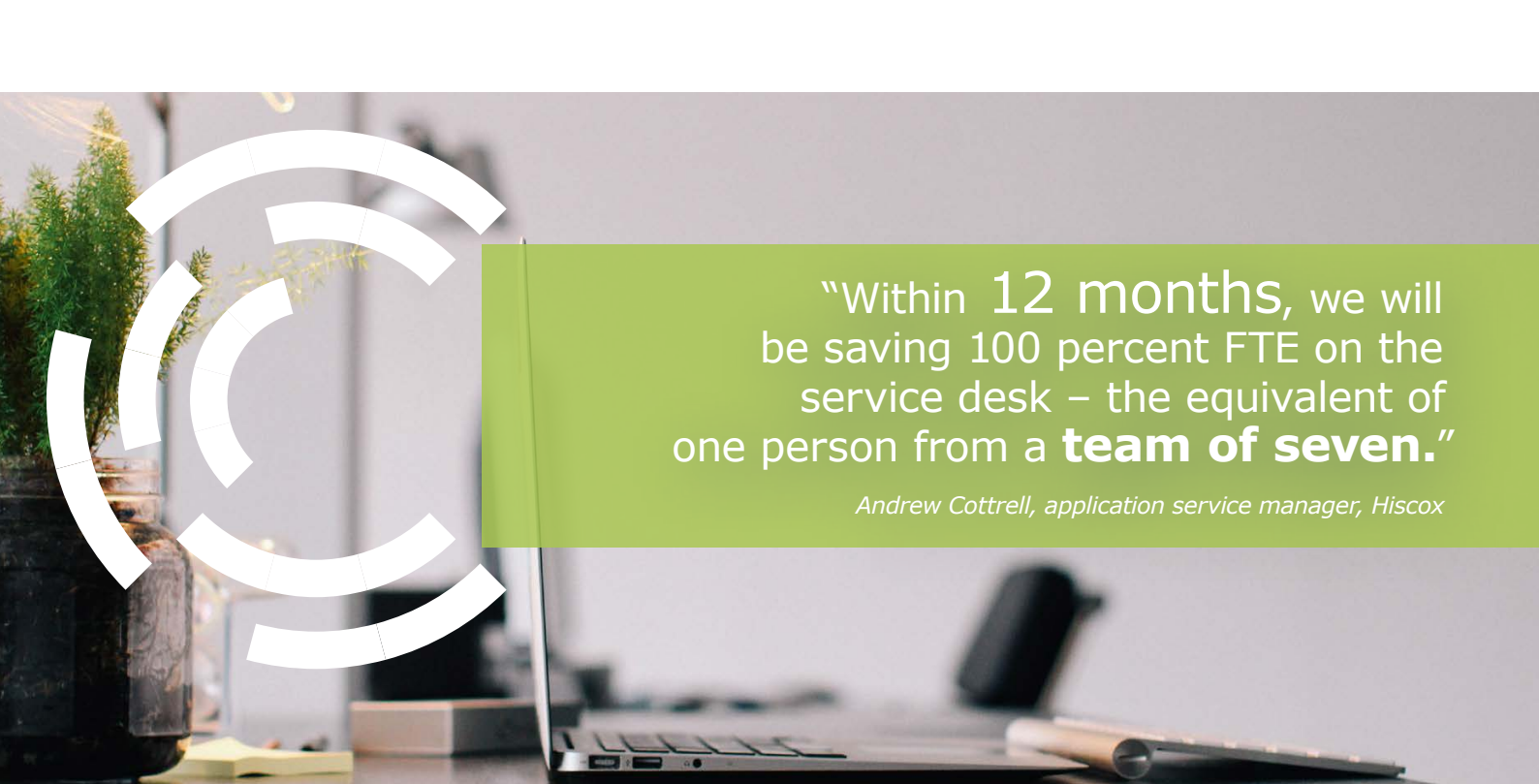
- Delivered service desk time savings of 75 percent of a FTE after nine months, preparing IT service desk for business growth
- On track to deliver savings of 100 percent of a FTE after 12 months
- Cut user provisioning time from hours to minutes, enabling new users to be productive quickly

Products

Active Roles

Hiscox is a FTSE 250 specialist insurer, underwriting both business and personal risks. With over 1,400 staff in 11 countries, it is an expert in insuring people and businesses with unusual and often complicated needs, and is proud of its commitment to provide exceptional customer service.

Originally, Hiscox's focus was purely on the unpredictable commercial market. By expanding into the more steady retail insurance market, Hiscox has heightened its brand awareness and experienced rapid business growth. This has driven new IT requirements, and Hiscox turned to One Identity to improve identity and access management (IAM) in order to ease the way in which business users can access the information they need.



“Within 12 months, we will be saving 100 percent FTE on the service desk – the equivalent of one person from a **team of seven.**”

Andrew Cottrell, application service manager, Hiscox

Automated account creation to improve efficiency and prepare for business growth

Hiscox’s IT department of 180 staff was responsible for the IT needs of 2,000 users, comprising more than 1,400 employees, plus partners, vendors and contractors. Seven service desk staff provided first-line support, dealing with 60 percent of all IT problems. This amounted to 3,500 tickets per month, a large number of which were requests to change permissions for system access, typically when employees joined or left the organisation, or changed jobs or responsibilities within the company.

Even though permission changes were performed efficiently and the service desk was proud of its high SLA record, the processes were manual and therefore prone to human error. Furthermore, additional service desk employees would be required in the coming months and years to accommodate the needs of the growing organisation. By automating

user provisioning, Hiscox knew it could help make change processes more efficient and help the service desk be better prepared for business growth

Improved access governance to enhance security

In addition to improving permission change processes, Hiscox wanted to tighten security around user provisioning. Although strict processes were in place to require a line manager’s approval for changes to system access permissions, Hiscox wanted to ensure proper separation of duty and remove the risk of inappropriate access by ensuring that approval could be granted only by the person who owned the data to be accessed. And the company also required an audit trail that would detail who had made permission changes and when — information not available natively in Microsoft® Active Directory® (AD).

A reliable solution that automates account management and enhances security

When looking for an identity and access management (IAM) solution, Hiscox was drawn to One Identity on how well its Active Roles solution met the insurer’s needs. Active Roles overcomes the native shortcomings of AD by providing out-of-the-box user and group account management, strictly enforced role-based security, day-to-day identity administration, and built-in auditing and reporting for Windowscentric environments.

Hiscox liked the solution because it not only met its functionality and flexibility requirements, but was part of the bigger IAM product suite from One Identity, which would give the insurer options to extend the solution in the future. Plus, One Identity was an established firm with an excellent track record. “As a financial organisation, Hiscox is not bleeding edge when it comes to new technology —

we can't take inappropriate risks," notes Cottrell.

Time saving of 75 percent of a FTE prepares service desk for business growth

Nine months after implementing self-service user provisioning with Active Roles, Hiscox's service desk is now achieving a saving of 75 percent of a full-time employee (FTE), preparing IT for business growth. "Our user base has grown by 10 percent in the last year," notes Cottrell. "But the service desk now has the capacity to grow at a slower rate, because our IAM solution has made the processes so efficient."

Hiscox expects to see even greater savings within the first year of using the tool. "Our use of the... solution for automated user... provisioning is on track, and we expect our business case targets to be met within 12 months of the launch," says Cottrell. "We will be saving 100 percent FTE on the service desk — that is the equivalent of one person from a team of seven — which will free up our time to assist the business in other ways."

Better access governance

Security and access governance have improved as well, since the One Identity solution has enabled Hiscox to tighten its approach to separation of duty. Now, only the owner of data can approve a user's access

to it. "The security associated with information about kidnap and ransom insurance, for instance, is critical in order to tightly protect the identity of these customers. Previously this was incredibly complex and cumbersome, involving lots of processes to ensure no errors and no breaches," explains Cottrell. "With the IAM solution, we have improved security and minimised the risk of breaches, while at the same time simplifying processes to reduce the number of people involved. This ensures we can operate more efficiently as a business."

Automation enables new users to be set up in minutes instead of hours

By automating user provisioning with Active Roles, Hiscox can now complete key user provisioning tasks in minutes rather than hours. "With the IAM solution, we can now get new starters set up quickly, so they have immediate access and can start working right away," explains Cottrell. "Previously, several hours were needed to set up a new employee; now most of it can be done by the line manager and be active within 10 minutes. So, if it's not done before a new starter joins, it's not an issue."

Similarly, accounts of employees who leave the company can be disabled without IT intervention in a few minutes, or line managers can choose to disable

an account at some point in the future, such as in 30 days at 17:00. "The automated approach to user deprovisioning minimizes the risk of security breaches, which gives us peace of mind," says Cottrell.

100 percent ROI expected

Hiscox expects to receive a 100 percent return on its investment with Active Roles. "Because of the value our IAM solution is delivering, we are investigating whether to expand the implementation in order to deliver similar benefits to our non-production environment," says Cottrell.

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