

# [ Reference project: CZ ]



### The Company

CZ is a leading Dutch health insurer serving 3.3 million members. The portfolio includes statutory health insurance as well as private complementary insurance. CZ has major offices in Tilburg, Goes and Sittard and maintains 20 service centers throughout The Netherlands.

### Sector

Insurance

### Facts & Figures

Year of founding: 1930  
Employees: 3,000 but administering also lots of non-personal SAM Jupiter users  
Head office: Tilburg  
Turnover: € 4.6 billion

### The Challenge

CZ wanted to implement an identity management (IdM) solution to ensure that all employees always have exactly the access rights required to fulfill their current tasks.

### Products employed

SAM Jupiter

### Benefits of the Beta Systems Solution

The high level of control when assigning employees access to required applications was achieved by introducing the SAM Jupiter identity management solution. Thanks to its centralized, role-based design, user management has become highly transparent, efficient and secure. This also leads to reduced administration costs. In addition, service level agreements for user authorization are now met 100%, and the level of security has also increased.

### Competitive Advantage

In order to be able to serve their customers efficiently and competently, CZ's staff require quick and reliable access to all relevant applications. The IdM solution from Beta Systems allows the company to reach this goal.

Third-largest Dutch health insurer uses SAM Jupiter to centralize role-based management of access rights, increase the efficiency of company workflows and protect sensitive applications and business-critical data.

## Insurer Gains Secure Access to all Applications

**Early December 2008 – Peak business season at “CZ”. About 300 temporary employees are hired at offices of the Dutch insurance corporation throughout the country to handle the seasonal year-end flood of new applications, requests for contract changes, and terminations. For this work, each of them is provided with various software applications that are instantly ready for use. This is made possible with the SAM Jupiter identity management (IdM) software from Beta Systems. The system sees to it that all employees always have precisely the access permissions required to perform their duties, no more and no less. And, best of all, the whole process is fully auditable. This allows CZ to not only enforce compliance with security policies, but also to monitor and provide proof of this. As a result, all service level agreements are met 100%.**

### Initial Situation – Authorization Chaos

Businesses with complex, distributed structures are faced with the challenge of managing complex and heterogeneous IT landscapes centrally and effectively, all the while being under extreme pressure to save time and costs. Mergers and acquisitions have further added to this challenge at CZ in recent years. The largest merger with the insurer OZ took place several years back. Now more than 3,000 employees require access to

a broad range of different software systems depending on their tasks. There are more than 30 distributed applications in addition to a central insurance application running on the strategic z/OS platform. Up until recently, each new user received his or her rights based on a so-called comparative user model. Whenever a user changed the division or department and assumed new duties, part of the old access rights were carried along and added to the new set of authorizations.



So, in addition to rights assignment taking too much time without central identity management in place, this whole process also led to many CZ employees accumulating a high number of authorizations during the course of their careers at the insurer. It had thus become high time to do away with this dangerous, unchecked growth of authorizations. Also, the timely configuration and deletion of user rights – particularly regarding temporary staff – tied up the greater part of the IT Security department’s resources, who were nonetheless not able to meet the defined service levels and the security policies of the company.

### **The Goal: Moving from Information Silos to Central Rights Allocation**

“In the past, our different IT systems were incompatible or not interlinked, which made the user management process highly unwieldy. There were dedicated rights administrators for every single target system,” says Door Peters, Senior Systems Engineer at CZ. It used to take up to three weeks for a requestor to obtain access to the different target systems needed to fulfill his duties. The internal service level agreements, which allowed two days for making available all needed rights, were often impossible to meet for the Security Administration. Eventually,

the decision was taken to centralize the rights allocation process for all company IT systems to remedy this situation. Han Tanis, Director ICT and Document Management at CZ: “In early 2007, we started considering introducing a solution for cross-application user administration and automated role allocation. It was our goal to optimize the company’s authorization processes in order to improve both internal efficiency and security. From the very start we were quite aware that we needed a well-designed requirements analysis and a tight project plan to achieve this goal.” The new system was also required to protect sensitive data while at the same time granting permissions to specific groups. The insurer chose Beta Systems’ SAM Jupiter identity management solution. “This has proven a highly successful investment,” says a satisfied Tanis. “We have been saving a lot of money every day since introducing SAM Jupiter.”

### **Proof of Concept as a Basis for Tool Selection**

The first step was the launch of the “Identity Management” project. The evaluation process performed by CZ came to the conclusion that the SAM Jupiter solution best met the project requirements and goals. The vast experience and

expertise of the consultants of Beta Systems’ representative Adinsec further supported their solution proposal and ensured that the plan would be implemented professionally and successfully. After evaluating and analyzing the functional requirements, Beta Systems made an excellent impression during the proof of concept by quickly integrating the key IT systems of the insurance group with SAM Jupiter.

### **“Project Plan” as the Key to Success**

The complex heterogeneous IT landscape grown over many years called for a well thought out plan and also made it imperative for the customer’s and provider’s project management teams to closely coordinate their actions. Excellent user data quality represented a key criterion for the project’s success.

The first phase of the three-stage project plan built further on the proof of concept with the goal to ensure that all user data was cleaned and consolidated as much as possible in a central repository to provide a solid foundation for the next projects steps. The user master data of the insurance company stored in the PeopleSoft HR system was automatically imported by using the SAM Jupiter Provisioning Engine. Next User ID consolidation was



“We needed a solution for cross-application user administration and automated role allocation to streamline the authorization process and improve our overall efficiency. Our investment has proven highly successful – we have been saving a lot of money every day since introducing SAM Jupiter.”

Han Tanis, Director ICT and Document Management



performed to connect HR-provided users to their corresponding account data in the company's four key target systems (RACF, Active Directory, Microsoft Exchange and Lotus Notes). Thereafter these target systems were automatically loaded in SAM Jupiter. From that moment on these target systems could be administered from SAM Jupiter at the account and group level. This first phase went into production after only 5 months."

The next project stage saw to adding a further 25 systems and applications to the central administration concept step by step, according to priority (OnDemand, SAS, Interflex, Marval etc.). This task was greatly facilitated by the tried and proven connector technology from SAM Jupiter. Only 15 months after phase 1 of the project all 30 major systems were integrated, including customer-specific applications.

In parallel with the second phase, also the third phase was started: a basic role concept was introduced for all integrated systems and applications.

### **Specialist Departments Are Now in Charge of Creating Roles**

The key target system administrators were involved in the SAM Jupiter pro-

ject early on. Together with their help, the project team decided for each of the integrated systems and applications which authorizations represented the functions that were executed by employees. Since this question is best answered by the specialist departments, one by one they took it into their own hands to create the respective application and business role profiles. Throughout all 50 departments role managers were appointed in a staged manner; from these managers, a specialized project team was assembled in this critical third project stage. This team now defines authorizations for required applications using SAM Jupiter without external help. The role managers are able to create, edit and delete roles using a comfortable menu that does not require them to have in-depth IT knowledge. "When we got started on IdM in early 2007, several departments were not so sure they wanted this new system. But now that all are aware of how daily workflows benefit from the tremendous boost in efficiency brought about by SAM Jupiter, many colleagues can hardly wait for their department's applications to be connected to the rights management system," says Door Peters.

### **Two-Level Role Concept Replaces 'Comparative User' Model**

Access rights of employees leaving the company are immediately revoked, while those joining or changing job roles receive precisely the required rights without any delay. To attain this goal, CZ introduced a two-layered, role-based security concept: 'Business roles' include the required authorizations to fulfil a specific function or to work in a specific department; they comprise different 'Application roles', that define the access rights needed to perform specific tasks within such function for the individual applications. 20 months into the project, most users are now assigned their access rights fully automatically, in a role-based manner. This also helps speed up the task of setting up new accounts, e.g. for vacation substitutions delegated at short notice, or integrating call center agents. This two-tiered role concept also did away with a weakness of the old authorization scheme: the 'comparative user'. The new role-based access management concept allows CZ to achieve an automation level of over 90% for rights allocation; now this task is performed by less than one and a half full-time employees. "We will continue to optimize this concept and improve our speed and efficiency," says Door Peters.



"Previously, the process of allocating all required access rights to a single employee took several days, or even weeks. Thanks to SAM Jupiter, now employees can get started the first day of their new job, greatly increasing productivity."

Door Peters, Senior Systems Engineer



## IT Department Meets Service Level Agreements

With the new system in place, when a new colleague now joins, for instance, the Policy department, the integrated workflow process is instantly launched. The employee is entered in PeopleSoft and is assigned predefined business and application roles matching his duties. As a result, from the very first day of work he has all authorizations needed to perform the tasks assigned to him in the company. This means that CZ actually exceeds their service level agreements.

And this over-performance is achieved on a daily basis as approximately 20 new people are set up at the roughly 3,000-employees strong company each day. Even the hectic year-end business, which requires the administrators to register some 300 part-time employees with an average of seven different company systems at the same time, no longer poses a problem.

“SAM Jupiter allows us to be so much faster. Each person joining the company can get down to work right away, which we’re quite proud of,” says Han Tanis.

## Both the Company and Employees Benefit from the System

After only 20 months, CZ is now able to securely and efficiently manage all user rights in the company in a transparent and controlled manner. Central and role-based access authorization also helps to reduce the high administration costs. Service level agreements for user authorization are now met 100%, and the level of security has also increased. SAM Jupiter supports the implementation as well as the enforcement of compliance with internal security policies and strict legal provisions. Today, CZ can respond to new threats at the push of a button by, for example, instantly blocking all accounts of a retired user if required. The success of this identity management project is largely due to the in-depth requirements analysis followed by the proof of concept, tight project planning and organization, as well as Beta Systems’ and Adinsec’s high consulting expertise and many years of project experience. The employees of CZ benefit from fast and fault-free access to all required applications. This empowers them to serve their customers reliably and fast – which is a key advantage in the highly competitive insurance sector.

### Key Figures

- Integrated applications: 30
- Up to 6,000 SAM Jupiter users (incl. technical users, functional mailboxes etc.)
- First phase in production after only 5 months
- Full roll-out in just 20 months

### Beta Systems Software AG – Agility Integrated

Beta Systems Software AG, Berlin, (Prime Standard: BSS, ISIN DE0005224406) develops high-profile software products and solutions for the automated processing of large volumes of data and documents. These products and solutions serve to enhance security and the agility of IT. They guarantee compliance with business requirements relating to governance, risk management and compliance (GRC) and raise the performance of a company’s IT in respect of availability, scalability and flexibility.

Beta Systems’ IT infrastructure software (Infrastructure & Operations Management) is geared towards optimizing job and output management in data centers across all sectors. In addition, Beta Systems offers products for automating IT user administration in companies with high numbers of users. In its ECM solutions business (ECM & Document Solutions) Beta Systems develops customized solutions for large enterprises in the financial services sector, industry and trading to facilitate payments, the processing of incoming post, and general document management.

Beta Systems was founded in 1983 and has been a listed company since 1997. It has a workforce of more than 600 employees. The company’s principal place of business is Berlin. Beta Systems operates through Centers of Competence in Augsburg, Cologne and Calgary, as well as 19 subsidiaries worldwide and cooperations with numerous partner companies. More than 1,400 customers throughout the world use the products and solutions of Beta Systems in more than 3,300 running installations. Beta Systems generates 50 percent of its sales from its international business. Around 200 of its customers are based in the USA and Canada.

More information on the Company and its products can be found under [www.betasystems.com](http://www.betasystems.com).

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“SAM Jupiter provides ‘out-of-the-box’ connectivity to all of our systems and applications, enabling us to integrate them very quickly.”

Bobby Tjassens Keiser, Systems Engineer

