IMPROVED TIME TO MARKET
BUSINESS ENABLEMENT THROUGH EFFICIENT IAM ROLE MANAGEMENT

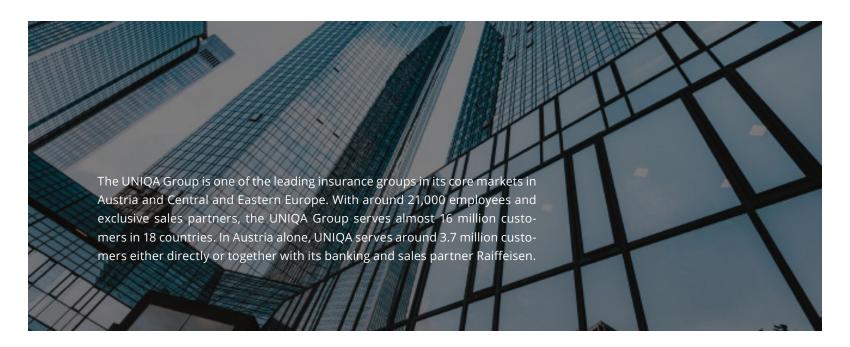| 3x	10.000+	100%
MORE AUTOMATED ACCESS RIGHTS	MANAGED EMPLOYEES	RECERTIFICATION COVERAGE

T-SYSTEMS IMPLEMENTIERT IDENTITÄTSMANAGEMENT-LÖSUNG NEXIS 4

Functioning identity and authorization management (IAM) is a central component of the IT security strategy of large companies. It contributes to cyber security on the one hand and to corporate productivity on the other by optimizing time-to-market and increasing efficiency within the company through automation options. IAM is also becoming increasingly important in the insurance industry from a compliance and governance perspective. The correct authentication and authorization of employees, partners and customers are key requirements. This involves giving the right people access to the right resources at the right time for the right reasons in a documented and traceable manner.

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Overall, the implementation has helped to improve IT security and efficiency in operational role design while meeting our governance and monitoring needs. These are just some of the positive aspects of the transformation.
Falk Enewoldsen, Product Owner Role Management and Data Quality at UNIQA

The UNIQA Group is one of the leading insurance groups in its core markets in Austria and Central and Eastern Europe. With around 21,000 employees and exclusive sales partners, the UNIQA Group serves almost 16 million customers in 18 countries. In Austria alone, UNIQA serves around 3.7 million customers either directly or together with its banking and sales partner Raiffeisen.

IAM SECURES AND ENABLES THE BUSINESS

Over the past few years, the regulatory, IT security and internal company requirements for a robust identity and access management system have steadily increased. Protecting UNIQA's infrastructure, company data and the digital identities of employees, partners and customers is a top priority. At the same time, the digital world is changing and developing rapidly. Cloud services, artificial intelligence, robotics, real single sign-on and the digital customer experience are just a handful of topics for modern IAM systems. In order to meet these challenges securely and successfully, UNIQA commissioned the digitalization service provider T-Systems Austria to add another key component to the existing solution. The aim was to obtain a holistic view of UNIQA's organization as well as its IT users and their authorizations, to analyze them and to manage them with the help of a consistent role model. The choice quickly fell on the German manufacturer Nexis GmbH, which supported the implementation of an identity analytics platform based on NEXIS 4 and worked closely with T-Systems Austria and UNIQA's Group IAM team to implement the initial requirements step by step. After the analysis phase, the solution scratch was jointly developed and the project was launched in 2022. The first role models were quickly simulated and the first business roles automated.

With Identity Analytics, an important component has been implemented to ensure that only authorized human and non-human users have access to company data in the future. NEXIS 4 helps to increase the IT security of company data and systems by ensuring that only authorized users have access to protected resources. Both UNIQA's Group IAM team and the IAM managers in the Group's individual business units have been relieved of administrative IAM tasks thanks to the configurable and automated workflows.

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> *This saves time and resources. This allows us to focus even more on the needs of our business areas, act as a business enabler while meeting increasing regulatory requirements and compliance standards and continuously developing our IT security strategy.*
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> Alex Campestrini, Product Owner IAM Core Systems at UNIQA

In addition to increasing efficiency in the IAM area, it was important for UNIQA's Group IAM team to continuously analyze the data quality in the company's application environment with the help of NEXIS 4 and to further develop it with the specialist departments. NEXIS 4 is currently being used for identity analytics as part of the IAM systems in Austria. The potential use of NEXIS 4 in other countries in which UNIQA operates is currently being analyzed and tested.

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> *In this project, we had to cope with a wide range of requirements. One of the biggest challenges was the great time pressure that exists when a legacy system or conventional methods can no longer be used. The transformation that took place at the customer as a result of this project was also exciting.*
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> Dieter Kögler, Account Manager at T-Systems Austria