



Fortis Group

Powerful data management tools thanks to Siemens Identity Management

www.siemens.com

SIEMENS

Powerful data management tools

The challenge was to ensure easier, faster and standardized access for users throughout the world to data on over 50,000 Fortis employees working in different departments and divisions. Siemens ably met this challenge by integrating its Identity Management solution into the ICT environment of Fortis. Fortis now enjoys significant savings in time and very reliable data, with the option to integrate new applications at minimum cost.

About Fortis

Fortis is an international financial services provider active in the fields of banking, insurance and investment. With a market capitalization of EUR 22 billion and around 50,000 employees, Fortis ranks in the top 20 of European financial institutions. In its home market, the Benelux countries, Fortis occupies a leading position, offering a wide range of financial services to private individuals, companies and government bodies alike.

For more information, visit www.fortis.com

The challenge

The Fortis group is made up of various merged banks and insurance companies. Data relating to staff within the group therefore used to be managed in a plethora of different reference systems. A vast number of links going in all directions connected countless applications to a 'central' reference system in each company within the group, each one adopting a whole host of different formats to enter its data. Although the formula worked, it was nevertheless time-consuming for Fortis IT specialists, who were responsible for maintaining this complex mass of data and designing interface software for an ever-increasing number of applications data sources: SAP, telephone servers, etc.

What's more, Fortis wanted its data to be shared by all sites in the most efficient and reliable way. This meant introducing a shared, structured and automated solution.

The solution and benefits

User-friendly

Fortis approached six potential suppliers with its specifications and requirements, opting for Siemens in the end. As Carl De Visscher, IS Manager, Office Automation department, explains: "Siemens has been one of our main ICT solution providers for a number of years now. What's more, we liked their identity management system, because it was user-friendly and met all our needs". Jean-Paul Colard, IS Project Manager, IS Distributed Services department, adds: "Besides, as luck would have it, our colleagues in the Netherlands at Fortis ASR (insurance) as well as in Luxembourg at BGL were analyzing the market at the same time and also found the Identity Management solution by Siemens to be the best. Because of various mergers, they ended up with the same needs as us and wanted to encrypt all their data uniformly to exchange between sites and use in their intranet applications."



The Identity Management solution from Siemens is based on the DirX software portfolio and mainly involves collating data wherever it may be in the organization and making it available to users in a directory that is accessible via the web. In technical terms, the solution runs on the basis of standard connectors or agents. In other words, data continues to be managed where it is located, but is controlled and consolidated in the central reference system. For instance, the telephone number of a person is defined in the telephone server in which it is listed. The same applies for that person's name and date of birth, entered in the SAP application. The source is defined for each application.

"Siemens also boasted another significant advantage: It was able to offer a library containing most of the connectors almost out of the box", continues Carl De Visscher. "An important factor in the process is that our applications use SAP, Exchange and Oracle to name but a few, and run on different platforms like Windows, Unix and Mainframe. So it was of interest to us that the DirX solution from Siemens is compatible with international standards (such as X.500 and LDAP), which isn't always the case with solutions offered by other suppliers."

Connecting all the applications

DirX provides users with access, depending on their level of authorization, to data from the various sources. All the applications are synchronized: for instance if SAP needs someone's telephone number, this number is transmitted from the telephone server to the DirX directory, which in turn sends it to other applications, including SAP. Any changes are made using the source data, which must always be 100% accurate. "The Siemens Identity Management solution also helps us locate any employee", adds Jean-Paul Colard. "All you have to do is enter a few letters of their name in the telephone directory function and the person in question is identified, wherever they are in the world. Details on the country, division, department and service in which they work are also displayed."

Carl De Visscher: "After an initial start-up phase, everything is connected to a central system. This solution means we can gradually connect all our data sources or applications to the same central system, so we

don't need to carry out all the modifications at once - which would in any case be unfeasible. From now on, we can streamline and structure our data in stages. Any systems can be added in any country based on any type of data. What's more, each source can develop at its own rate. The data will be integrated in due course."

Expansion in stages

"Once the structure is set up, the initial data can be added and controlled. We then enter data in the database both horizontally and vertically", explains Jean-Paul Colard. "We are starting off by entering HR data for over 50,000 employees. We will then supplement this data with specific information on each person and grant them access to banking applications (credits, branches, financial markets, etc.) in DirX." Given the growing volumes of data available, Fortis wants to restrict access to specific data in line with the level of expertise of users.

Finally, Fortis will roll the solution out zone by zone in Belgium, the Netherlands, Luxembourg and the rest of the world. As Siemens is able to offer comprehensive support at international level, it will play a particularly important role in this stage. In short Siemens can offer the same approach and high quality services throughout Europe. According to Carl De Visscher, this is a major plus in international projects. "Siemens was very much involved in the international working groups set up to design the solution template and train our staff.

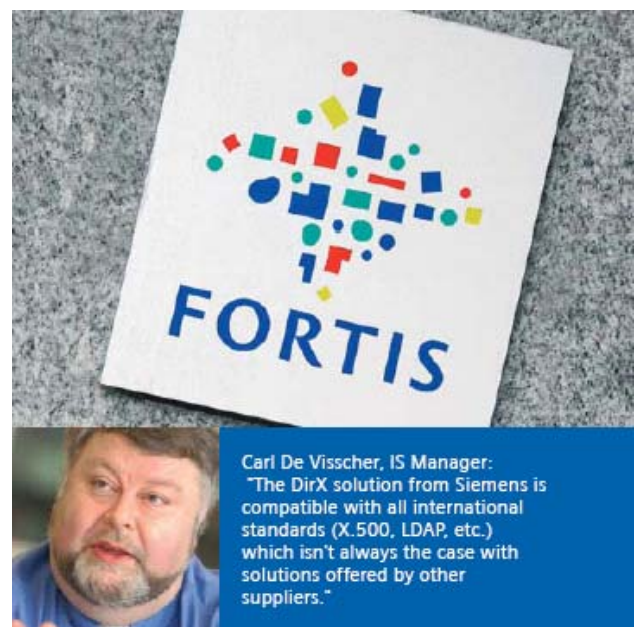
As we roll the solution out at international level, Siemens will continue to help us implement it at all our sites via their local establishments."

Tip of the iceberg

"The first application, our telephone directory, has been available in the new system for some time now", says Jean-Paul Colard. "This telephone directory was a priority for us, as it was considered the most tangible application as far as our employees are concerned. Having said that, the extent to which it is now used is only the tip of the iceberg." Although there is still a long way to go, the benefits of such a solution are already plain to see.

"Now we've opened the central platform, our IT specialists no longer have to write interfaces for new applications, and data can be exchanged efficiently and reliably." "In the beginning we encountered resistance from developers", remembers Carl De Visscher. "Now it's clear for all to see how well the solution works, project managers are proposing to connect their new technical applications - like service desks - and functional applications - like credit and securities management - to the solution."

The potential for expansion in terms of applications is immeasurable. Take, for example, the ambitious project to improve physical access control. Here too, Fortis has opted for a Siemens solution, pooling the expertise of its Building Technologies and Communications divisions.



Siemens Enterprise Communications GmbH & Co. KG is one of the world's leading suppliers of Unified Communications technologies. The company's unique Open Communications approach to providing software, solutions and services for enterprises of all sizes enables business processes to be more productive, faster and more secure – with any device, network or information technology infrastructure. The company is a wholly owned subsidiary of Siemens AG with global headquarters in Munich.

With our Open Communications concept, we offer our customers cutting-edge solutions and services that are based on open standards and integrate seamlessly in their existing infrastructures and business processes.

In doing so, we are continuing to pursue our goal of realizing universal communications – across network and media boundaries and with a uniform user experience. We deliver added value to our customers by protecting their investments and enabling a phased implementation of our solutions that are tailored to their needs.

Open Communications from Siemens Enterprise Communications – award-winning solutions for everyone.

Siemens IT Solutions and Services – the Siemens IT powerhouse – embodies the comprehensive IT expertise of Siemens. We pool the IT know-how gathered by the company over the course of decades in the area of software development, services and solutions. We have no rivals on the market in providing industry and business process expertise from a single source. In fiscal year 2007 Siemens IT Solutions and Services employed some 43,000 people around the world and generated sales of around € 5.4 billion.

The business unit Identity Management and Biometrics provides products and services for identity and access management (IAM) and biometrics.

The Siemens DirX IAM suite helps customers grant and control the right access to the right people at the right time and to withdraw the authorization for this access when necessary – dynamically and across a multitude of IT systems and heterogeneous platforms.

Siemens has more than 15 years of experience in developing Identity and Access Management products and deploying them in customer projects around the world.

Customers in all sectors use the powerful products of the DirX family to automate their identity management processes and to meet the steadily growing demands related to governance and compliance.

Sales & Solution

Siemens
Enterprise Communications
NV

Square Marie Curie 30
B-1070 Brussel
www.siemens.be/open

www.siemens.com

Products

Siemens AG
Siemens IT Solutions and Services
Identity Management and Biometrics

Siemens AG Österreich, PSE
Strassganger Str. 315
A-8054 Graz
www.siemens.com/iam

All hardware and software names used are brand names and/or trademarks of their respective holders.

© Siemens AG, 2008.
Right of modifications reserved.
07/08 | Printed in Germany