Prolifics

CASE STUDY

PROTECTING SENSITIVE DATA WITH MULTI-FACTOR AUTHENTICATION

SECURITY

SECURITY

Protects user accounts from unauthorized access

EXPERIENCE

Self-serve account functions improve the user experience

FLEXIBILITY

Blends IBM and open source tools for a cohensive solution

AGILITY

Agile policy management, modification, and enforcement

Protecting Crucial Healthcare Data

The Company provides health services for 100 million customers around the world. It prioritizes putting information in customers' hands by connecting them with high-value care options, demystifying the care process, and providing them with the know-how necessary to improve their overall health.

Leveraging patient and employee personal and health data is key to the Company's business model. The nature of this information, as well as regulations surrounding its use, makes it extremely sensitive. Because of this, the Company needed to protect its data using measures far more robust than a simple username and password combination.

Research shows that as many as 40% of customers use closely similar passwords to secure accounts across multiple services. Because of this, attack vectors like "credential stuffing"—where attackers use previously breached account credentials to gain access to the user's other accounts—have grown in popularity and success.

In addition, regulatory mandates and requirements around personally identifiable information (PII) and sensitive personal information (SPI) are increasing. While the EU's GDPR regulation does impact the US, legislation that will similarly mandate greater diligence and more precise management and auditing is on the horizon in the West.

Research shows that as many as 40% of customers use closely similar passwords to secure accounts across multiple services. Because of this, attack vectors like "credential stuffing"—where attackers use previously breached account credentials to gain access to the user's other accounts—have grown in popularity and success.

With threats and regulations becoming more complex than ever, security around client data is not optional. A single, well-publicized breach can be crippling to a business.

A number of other challenges contributed to the Company's need for improvement:

- The user experience often must incorporate information, business rules, and functionality across the existing systems, which are increasingly a blend of legacy systems on various platforms and newer cloud-based applications.
- Mergers and acquisitions have the potential to introduce new systems, processes, and departments into the business.
- The applications that need to power the user experience all have their own security controls, typically decentralized and embedded within the applications themselves.
- Security breaches and attacks are on the rise, creating barriers to innovation due to risk concerns.

P: 818-582-4952 | E: solutions@prolifics.com | W: Prolifics.com

About the Company

- *Provides health services for 100 million customers globally*
- *Prioritizes connecting customers with information to elevate quality of care*

Business Challenges

- *Emerging threats and growing regulatory requirements drive greater data protection needs that go beyond the traditional username and password strategy*

Solution

- *A multi-factor authentication solution for identity governance*
- *Triggers a secondary authentication screen when logging into the customer-facing portal from an unknown device*
- *Streamlines the customer and employee experience while protecting sensitive data*
- *Solution includes IBM Security Access manager, IBM Trusteer Fraud Prevention, Angular6, RedHat Drools, NodeJS, NestJS framework, and Spring Boot microservices architecture*

Strengthening Security with Multi-Factor Authentication

Prolifics worked with the Company's business and technical analysts to gather the numerous requirements associated with the enterprise's shifting and fluid environment. Once our experts gained a thorough understanding of the particulars of the Company's environment, they designed and implemented a multi-factor authentication solution for identity governance. It takes the form of an innovative single-page application that is integrated with the Company's existing middleware and microservices. The solution blends open source technologies with IBM security products to create a powerful countermeasure that protects user accounts and data.

This application forms the backbone of the Company's multi-factor authentication approach. It is integrated into the customer-facing user portal. Users can opt into multi-factor account when they initially sign up through the portal, or whenever they sign back into their accounts. When logging in from an unknown device, the system triggers a secondary authentication screen before proceeding, prompting the user to verify their identity.

The solution leverages IBM Security Access Manager to consolidate multiple security platforms into a single entity, streamlining and securing assets and access. It centralizes authentication and authorization to web applications, as well as simplifying and securing user self-care operations. Identity trust is seamlessly established across the entire customer journey, regardless of which channel the customer uses to engage.

This streamlined approach provides the user experience required to stay competitive in the market place while providing customers with the confidence that their data is secure. The solution has met with substantial success. A large percentage of the Company's customer base has adopted the multi-factor authentication measures without issue.

Defending Data Enterprise-Wide

The solution streamlines both the customer and employee experience. It protects even the most sensitive user information from potential breaches by stymieing attacks on account credentials. Greater user self-service capabilities reduce reliance on customer service and help desk functions.

Prolifics helped the Company establish an enhanced security position due to a more agile platform to manage, modify, and enforce security policies across systems. Centralizing security functions creates an environment that is less complex and more predictable. This makes it easier and less costly to maintain while also enhancing compliance.

IBM Platinum Business Partner

ABOUT PROLIFICS

Prolifics creates a competitive advantage for organizations around the world by implementing customized, end-to-end IT solutions that achieve business success, leveraging leading technologies in a global delivery model. For more than 40 years, the company's technology expertise, industry-specific insights and certified technology accelerators have transformed organizations around the world by solving complex IT challenges. For more information, visit **www.prolifics.com**.

Prolifics @prolifics Prolificstech Prolifics

P: 818-582-4952 | E: solutions@prolifics.com | W: Prolifics.com