Company Profile

Industry:
Insurance

Country:
Singapore

Customer success story of Enterprise Identity Governance and Administration (IGA) implementation.

Tokio Marine Life Insurance Singapore Ltd (TMLS) is part of the Tokio Marine Holdings Inc. which was established as the first insurance company in Japan more than 140 years ago. Today, Tokio Marine is one of the world's largest insurance groups, with a robust network that spans across 46 countries and regions operated by high-performing teams of more than 40,000 employees.

In Singapore, TMLS is operating as a separate entity with a completely independent information technology and cyber security team. With users accessing applications from within and outside the network, the team needs to ensure security is enforced and maintained consistently.

TMLS environment includes a mixture of Microsoft Active Directory, insurance applications running on IBM AS/400, large number of bespoke applications and infrastructures. The key responsibilities of the access governance team is to ensure policies and processes are implemented across all system and applications.

Access administration, along with regular access rights review, is the key task of the governance team. Not only is the team responsible for coordination with enterprise applications and infrastructure team to gather access rights information on a monthly basis, but also for ensuring users access rights provisioning and de-provisioning is done, meeting service-level agreement within TMLS.

TMLS is also required to address Monetary Authority of Singapore (MAS) requirements around user access certification, ensuring all access to critical applications and systems are kept up to date, meeting Technology Risk Management (TRM) guidelines for insurance and financial organisations in Singapore.

Challenges

TMLS had identified the need to implement an access governance tool based on the challenges that were identified, that was recommended by both internal and external auditors. Another key challenge was inconsistency in provisioning and de-provisioning of users, which was affecting service-level agreement between the information technology team and business.

The company needed an access governance solution that could be implemented quickly, while providing the flexibility to integrate with various applications and systems within TMLS. The solution was also required to support rapid access information discovery to build entitlement catalogue, which can be used to initiate automated access rights certification process.

Some of the other technology selection criteria of TMLS cyber security team include a cost effective solution, that is easy to implement and operate.

Results

Since the implementation of Fálaina solution, TMLS is able to do the following:

Identity Analytic & Compliance Manager (IACM) &
Identity Lifecycle Manager (ILM)
- Quickly integrate with key applications and systems to build entitlement catalogue
- Gain complete visibility over users' access privileges
- Achieve quick ROI and automate access rights certification process efficiently across enterprise
- Implement automated user provisioning and de-provisioning process
- Meet audit requirements and MAS Technology Risk Management guidelines as a whole

"With Fálaina solution, we're able to meet quick ROI and the solution also demonstrated ease of integration with large number of applications and systems."

Mark Tan
Head of Information Security

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Featured Fálaina capabilities

Identity Analytic and Compliance Manager (IACM)

Capability:
- Reconciliation process with automated discovery of account and access
- Complete visibility with comprehensive entitlement catalogue
- Identity governance, risk, and compliance management with Segregation of Duties (SoD) checks
- Access rights review with close-loop remediation
- Enterprise role management

Benefits:
- Complete record of who's who, what's what and who has access to what in an organisation
- Conduct access rights review, certification, and close-loop remediation to address audit and regulatory requirements
- Eliminate outdated and excessive access rights
- Manage audit findings of orphan and inactive accounts
- Eliminate conflict of access rights

Identity Lifecycle Manager (ILM)

Capability:
- Automated identity lifecycle management (provisioning/ de-provisioning)
- Access request management and approval workflow
- Self-service portal

Benefits:
- Automate provisioning/ de-provisioning process
- Maintain full audit trail of all access requests and approvals
- Prevent excessive password reset requests, thereby reducing help desk calls
- Enhance user experience positively through self-service portal

About Fálaina

Fálaina is a technology provider of Identity and Access Management solutions. Fálaina enables enterprises to have visibility and secure their infrastructures, applications and data for private and public cloud. Fálaina comprehensive solution addresses today's requirements of an enterprise for:
- Identity Governance and Administration (IGA)
- Data Access Governance (DAG) &
- Access Management (AM)

It provides businesses with the relevant reporting and analytics to improve IT security, maintain compliance and eventually minimise business risk.

To learn how Fálaina can help your business, visit www.falainacloud.com.
or email us at sales@falainacloud.com.