



# Resolving the Password Issues of the World's Largest Banking and Financial Institutions

Case Study

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## Industry Case Study: World's Largest Banking + Financial Institutions

### The Situation (Typical Problems and Environments)

PistolStar's banking and financial services industry customers can be found among North America's top organizations and the Fortune 500. While these customers are large organizations, their licenses vary from 1000 to 150,000 users. The security and password-related issues they are trying to address can vary as well. However, the customers in this industry do have some common goals, which are simplifying access to enterprise applications, enabling corporate-wide access, and optimizing password security to protect sensitive data from access by unauthorized intruders.

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Major Financial Institution A, which is one of IBM's biggest customers and a large Lotus shop, had issues with how the Lotus Notes client's built-in password synchronization handled password changes. They wanted to eliminate use of the Notes ID password and related calls to the Help Desk, but also reduce the overall number of user logins. The customer had two directories with which they integrated — Microsoft Active Directory and Novell eDirectory — and they wanted to enable users to login to both directories and have the Notes ID password synchronized. Ideally, they wanted a solution that could be implemented across their entire organization. To help the customer with addressing this last issue in particular, IBM referred them to PistolStar.

Major Financial Institutions B and C, both big Lotus Domino users, had conducted security audits in their organizations that revealed issues with Domino and HTTP access. Major Financial Institution B was particularly concerned that Lotus Sametime did not have password expiration or password strikeout after a number of attempts. They wanted to add these and other password security enhancements to Domino and Sametime access. Major Financial Institution C had an environment that was extensively Web-enabled, therefore they wanted to secure password resets.

### The Solution

Major Financial Institution A purchased PistolStar's Password Power Lotus Notes ID Plug-In, which they licensed for 150,000 globally-based users. The Notes ID Plug-In tightly integrates with Windows as well as Active Directory and has helped to resolve all the customer's issues. The customer is using the Notes ID Plug-In for single sign-on as well as for synchronization. Even with such a large rollout, the customer's 2006 implementation went smoothly and they have since experienced no issues related to the Notes ID. Most importantly, the customer reveals, "There has been a definite decrease in overall call volume."

Major Financial Institutions B and C purchased PistolStar's browser-based Web Set Password Plug-In, selecting the solution based on PistolStar's password security and Domino expertise, as well as IBM's recommendation. In addition, as Major Financial Institution C pointed out, "No one else could do what PistolStar's product does."

Major Financial Institution B purchased 1000 seats; Major Financial Institution C purchased 35,000. With Web Set Password, Major Financial Institution B addressed the findings of their security audit by adding password expiration, strikeout functionality, password complexity rules, and password history. Major Financial Institution C was able to customize password resets, thanks to Web Set Password's challenge question and answer functionality, which allows administrators to tailor the challenge questions. Major Financial Institution C was also intrigued by Web Set Password's Help Desk Manager, which allows administrators to unlock users who have been locked out by the strikeout function-

ality. Since Web Set Password is a browser-based solution, it was most ideal for Major Financial Institution C.

## The Benefits

All of these banking and financial services customers met their project goals. In Major Financial Institution A's case, those goals were to achieve synchronization of the Notes ID and single sign-on to Notes, plus logins to both Active Directory and Novell eDirectory. Major Financial Institutions B and C met the requirements of their respective security audits.

Major Financial Institution B has been thrilled to find that Web Set Password is easy to use and maintain. "There is no manual intervention required and it's never cumbersome," they state, now a customer since 2003.

Major Financial Institution C has been "very satisfied" with Web Set Password and reports they have been using the product since 2003 without any issues.

For all the customers in this industry, access to critical applications was simplified and password security was enhanced. The ease with which the customers' users could now authenticate and change passwords helped reduce password-related Help Desk calls and eventually led to a return on the customer's investment.

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