Customer Success

R+V Versicherung

Overview

R+V Versicherung AG is one of the largest insurance companies in Germany. The Company provides car, liability, health, dental, electronics, animal, building, family, leisure, assets, and supplementary care insurance products and solutions.

Challenge

With over 15,000 employees and a large number of identities to manage, R+V Versicherung was looking for an identity provider whose solution was flexible to adapt to the changing business needs and control the security risks.

Solution

R+V Versicherung AG partnered with SailPoint to streamline and simplify the process by enabling all employees to manage permissions from a central platform. The entire identity management has been unified in an automated way which has led to increased efficiency.

Tailor-made Identity Management: Flexibility is what counts

Identity Management is one of the most important areas of a functioning IT infrastructure. Especially in large companies where there are a multitude of digital identities that need to access different data.

Identities and authorizations change continuously during normal business operations. An employee goes through various stages with his identity in the course of his career: from onboarding, to moving to other departments, to leaving the company. However, permissions are often distributed too generously to save time. As a result, user accounts accumulate countless access rights, making them a worthwhile target for hackers. To counteract this, an intelligent identity governance system is needed.

Identities for insurance companies

For this reason, R+V Versicherung was looking for an identity provider whose solution was flexible to adapt to the changing business needs. After careful consideration, the choice fell on SailPoint, whose identity platform was precisely tailored to the insurer's needs.

With over 14,600 employees and premium income of around 17 billion euros, R+V is the fourth largest insurance service provider in Germany. Due to the large number of employees and the number of identities to be managed, there were high fluctuations in the allocation of authorizations. The risks that a too lax handling of these authorizations can entail should not be underestimated: they range from data leaks in the event of account compromise to compliance violations, and can result in both financial and reputational damage.

Manage Identities

In order to meet these challenges, R+V used a user management solution from another provider in the past in conjunction with an in-house development based on SAP to control all approval processes. The discontinuation of the solution in use was the trigger for a project to introduce a new holistic IAM solution. During the selection process as part of this project, SailPoint prevailed over two other competitors due to the variety of available connectors, a flexible workflow engine, and the certification options. The great extensibility of self-developed program code meant that all established processes could be implemented correctly in the SailPoint solution.

"There were several systems to choose from. SailPoint was preferred because of its high adaptability", says Frank Stanger-Wolf, Senior System Engineer IAM at R+V.

The demands of the identity governance provider were high: it was necessary to implement a holistic governance approach that covered all identities, authorizations and resources within R+V. At the same time, the processes of the previous solution, some of which were highly customized, had to be seamlessly adopted or newly adapted. In addition, the SAP front end had to be migrated to a web front end. SailPoint was a perfect fit with its high flexibility and its numerous customization options.

Implementation and operation of SailPoint

The goals that R+V wanted to achieve with SailPoint's identity platform were clearly defined: it was necessary to manage the company's internal identities efficiently in order to comply with existing regulations and withstand audits. During and especially after the implementation, R+V relied on SailPoint's support at all times. After the cooperation started in 2014, the implementation of SailPoint was completed in 2017. Today SailPoint manages 52 applications of R+V – and they are continuing to add more. The training for all processes in the implementation took placelocally in the different branch offices of R+V, as well as online. The detailed information material for support staff helped them to quickly find their way around the new interfaces.

"More than 600 authorization changes run daily through SailPoint's identity platform with peaks at the turn of the quarter. The automation thus saves our managers valuable time, which they can use for more important tasks," Stanger-Wolf continues.

R+V benefited from their own process for applying for authorizations. If an employee needs access to data and applications, he or she requests this access from one of 120 supervisors who translate his or her authorization needs and start a workflow in the IdentityIQ Web interface by submitting a form. The workflow then informs the right managers and resource owners via email. Links in an email take approvers directly to the place where they can approve or deny access.

SailPoint has streamlined and simplified the process by enabling all employees to manage permissions from a central platform. Before the implementation, permissions had to be managed manually using an Excel spreadsheet. Now SailPoint's solution does this automatically. From the web interface, managers can call up reports on the authorizations of their employees at R+V and see the pending authorization requests in their orders.

The entire identity management has been unified in this way which has lead to increased efficiency. Working methods have been streamlined, allowing faster processing of requests and thus greater cost efficiency.

SailPoint makes another important contribution to the IT security of R+V: every change, such as assignment of rights, withdrawal of rights, master data changes, etc. is audited in the system and can be verified without interruption. In addition, the rights of employees are checked by managers and resource owners as part of regular certifications.

Outlook

R+V would like to expand the cooperation with SailPoint in the future. In addition to the integration of SailPoint's File Access Management and PAM modules, additional platforms that are in use at the insurer are to be implemented in SailPoint. These include Microsoft Azure and the SalesForce platform. The long-term goal is to combine the "cloud ready" approach and best possible compliance with legal and industry-specific regulations. In concrete terms, this means that R+V plans to further its cooperation with SailPoint so that all platforms the insurer works with are gradually implemented in SailPoint's identity platform.

The goal is to have a holistic approach and to fully automate existing processes for managing identities. Ultimately, all IT processes will benefit from a uniform identity management system, thus ensuring the best possible compliance with legal regulations.

About SailPoint
SailPoint is the leading provider of identity security for the modern enterprise. Enterprise security starts and ends with identities and their access, yet the ability to manage and secure identities today has moved well beyond human capacity. Using a foundation of artificial intelligence and machine learning, the SailPoint Identity Security Platform delivers the right level of access to the right identities and resources at the right time—matching the scale, velocity, and environmental needs of today's cloud-oriented enterprise. Our intelligent, autonomous, and integrated solutions put identity security at the core of digital business operations, enabling even the most complex organizations across the globe to build a security foundation capable of defending against today's most pressing threats.