



## **Bank of Shanghai: Enhancing Security and Efficiency with Unified Identity Management**

### **About Bank of Shanghai**

Founded in 1995 and headquartered in Shanghai, Bank of Shanghai has established a presence across the Yangtze River Delta, Beijing-Tianjin-Hebei, Guangdong-Hong Kong-Macao Greater Bay Area, and key central and western cities. With total assets of 2,882 billion yuan (as of Sept 2022) and a growing digital footprint, the bank required a robust identity management solution to scale securely.

### **The Challenge**

- 1) **Fragmented Systems & Inefficient User Management**
  - a) Nearly 200 application systems from different vendors, each with independent authentication and authorization
  - b) HR and IT teams had to manually manage accounts across the head office and multiple branches
- 2) **Slow Onboarding & Account Management**
  - a) Onboarding new employees and assigning permissions could take **3 days**
  - b) Changing employee information required email approvals and manual verification
- 3) **Security & Compliance Risks**
  - a) Lack of unified security policies made audits challenging
  - b) Increased risk of information leakage and operational errors
- 4) **Low Productivity**
  - a) Employees needed to frequently switch between multiple systems, slowing business processes

### **The Solution**

#### **Phase I (Oct 2016 – Aug 2017)**

- Unified account lifecycle and authorization management
- Multi-factor authentication (static password, fingerprint, OTP, combined methods)
- Single sign-on integration for core business systems
- High-availability system architecture

#### **Phase II (Oct 2019 – Present)**

- Onboarding additional application systems
- Standardized management, identity governance, and ongoing optimization

### Implementation Highlights

- Fine-grained role-based access synchronized in real time via system interfaces
- SSO via SAML identity assertion or interface authentication
- 12 servers (4 data batch, 8 authentications, 2 disaster recovery) for peak performance and reliability

### Results & Benefits

#### 1) Streamlined Onboarding & Access

- a) Employee onboarding and permission assignment reduced from **3 days → 10 minutes**

#### 2) Unified Security & Governance

- a) Standardized authentication, audit, and access policies across all systems
- b) Fine-grained role authorization improves compliance and reduces risk

#### 3) Operational Efficiency

- a) Continuous account management norms enhanced IT platform quality
- b) Reduced administrative workload and manual intervention

#### 4) Risk Reduction

- a) Unified identity governance mitigates information security, privacy, and operational risks

### Before vs After

Metric	Before UIM	After UIM
Onboarding & Permissions	3 Days	10 Minutes
System Access	Multiple Logins	Unified SSO
Account Management	Manual	Real-time Synchronization
Security & Audit	Fragmented	Unified & Standardized

### Conclusion

Bank of Shanghai successfully deployed i-Sprint's UIM platform, **standardizing identity governance, improving operational efficiency, and enhancing security**. Employees now enjoy a seamless login experience, IT teams save time and effort, and the bank can scale securely while meeting audit and compliance requirements.

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**“The unified identity platform transforms the way we manage accounts and permissions, significantly boosting productivity while ensuring security across all branches.”**

Further details about i-Sprint's products are available at [www.i-sprint.com](http://www.i-sprint.com).

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