



**CASE STUDY**

## THE MOST PROFITABLE BANK IN SINGAPORE

### i-Sprint’s AccessMatrix™ Universal Sign-On (USO): Bank Wide Customer Relationship Management (CRM) Project

**ORGANIZATION PROFILE**

- Business Category: Banking & Finance
- Total Assets: S\$107 billion (2002 Dec)
- Size: 10,000 persons (2003 Feb)
- Others: The most profitable bank in Singapore according to Asian Banker

**THE BUSINESS ISSUE**

- How to provide an intelligent desktop for all front office staff
- How to manage the cost and complexity of multiple applications security silos, rapidly, safely and efficiently in a non-intrusive, audit compliant way.
- How to quickly respond to Client enquiries and to provide a level of customer service, comparable to benchmark global institutions.
- How to drastically reduce down-time caused by unnecessary ‘password’ resets due to mis-placed or forgotten Password/IDs.
- How to rapidly deploy new applications to respond to fast changing customer attitudes and requirements

**SOLUTION**



- i-Sprint’s security consolidation methodology was applied throughout the project life-cycle and it greatly helped the bank to implement and deploy our AccessMatrix™ Universal Sign On™ (USO) product. It quickly became the STANDARD single sign-on platform for the Bank.
- Deliverables:
  - Single Sign-On to new applications and existing applications (without any source code changes) for **Users**,
  - Single Point of Administration for security **Administrators** to manage and consolidate the user access privilege information
- Platform for USO Server Platform
  - IBM AIX 5.x and IBM HTTP Server
  - Oracle RDBMS
- Platform for USO Client Platforms
  - Windows 2000, Windows XP

**HOW DOES IT WORK?**

- Our USO single sign-on (SSO) solution enabled the Bank to achieve the SSO objective in a matter of weeks as it does not require any source code changes
- The SSO rapid deployment solution was implemented across the region, meeting project schedules and without requiring any on-site visits
- The bank staff only needs to login to the USO using the primary sign-no id and password. After the successful login, the users do not need to remember or key in the required user and password for logging into the target business applications.
- The SSO technology helps the Bank to improve Application security policies and avoids the need for have the Users to remember multiple user ids and password. ( i.e. -it has reduced the number of password reset requests in the organization and reduced User down time due to account logout or invalid passwords.)  
The methodology allowed the Bank to consolidate all the User login processes and to provide a consolidated view of application access information.

Further details about i-Sprint's products are available at [www.i-sprint.com](http://www.i-sprint.com).  
To reach us, please email us at [enquiry@i-sprint.com](mailto:enquiry@i-sprint.com).

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