



Customer Success Stories

Royal & SunAlliance Insurance Identity & Access Management Solution

Critical Facts

The Client

Royal & SunAlliance Insurance Company of Canada

Project Description

Establish a shared Identity and Access Management infrastructure for all internal and external web applications across several affiliate organizations including: Royal & SunAlliance Canada, Western Assurance, and Agilon Financial.

Background

Royal & SunAlliance Insurance Company of Canada is part of the Royal & SunAlliance Insurance Group plc. Dating back to 1710, the group provides a comprehensive range of insurance and financial services to customers worldwide. Royal & SunAlliance Canada employs over 2,700 people and is represented by a large network of independent brokers nationwide. In 2001, the company wrote more than \$1.4 billion in direct written premiums with recorded assets of \$3.8 billion. Internationally, Royal & SunAlliance Insurance Group plc employs 50,000 people and transacts business in more than 30 countries with assets of 156 billion CAD.

The Challenge

Royal & SunAlliance recognized that corporate and consumer portals require a secure, scalable, and reliable Identity & Access Management Solution for conducting business. Enforcing consistent security policies for dissimilar user groups across the myriad of sites, portals, and applications was somewhat of a daunting task. In addition, Royal & SunAlliance was looking to streamline their application development,

Number of Users

10,000

Number of Applications

30

Products / Technologies

- Netegrity Siteminder
- Netegrity DMS
- IPlanet LDAP
- Microsoft IIS Web Server
- NewAtlanta ServletExec
- IBI WebFocus
- Lotus Domino

and security management operations through:

- Centralization of authentication and authorization logic into a shared services infrastructure.
- Consolidation of user credentials, profile information, and entitlements into an enterprise LDAP repository.
- Providing delegated user management to security officers, service desk, and regional personnel.
- User self-registration and de-registration.
- Implementing a consistent and comprehensive role-based authorization model.
- Launching end-user self-service functions like user profile update and self-service password reset.

All of these functions and capabilities needed to cut across the extended enterprise including Royal & SunAlliance Canada, Western Assurance, and Agilon Financial.

Ross Spencer, Manager of Information Security at Royal & SunAlliance indicates that:

"We needed to implement a shared security infrastructure that cut across all of our organizations, but still allowed each to operate independently...this allowed us to centralize our security operations while realizing both capital, and operational efficiencies."

Royal & SunAlliance turned to Entryport with the challenge of implementing this shared security infrastructure.

The Solution

With a cross-functional team consisting of Royal & SunAlliance and Entryport resources, the team architected and implemented Netegrity Siteminder, Netegrity Delegated Management System (DMS), and IPlanet LDAP.

In fact, the project went well beyond just implementing the core products. The project took aim at rationalizing the way Royal & SunAlliance builds security into their web applications, how users are provisioned, and how entitlements are granted and enforced.

Jay O'Donnell, the lead architect on the project indicates:

"As part of these projects, it makes a lot of sense to 'clean up' some of the logical components of the architecture (like authorization), into a consistent standard...I mean, down the road, how do you begin to streamline the whole provisioning process if you literally have thousands of inconsistently defined roles...It has to come down to a manageable level."

The technical solution architecture consisted of a fully redundant, quad cluster configuration, with each layer providing load-balancing and fail over from the web servers, back to the LDAP user repositories.

When you centralize the infrastructure, redundancy plays a key part. Ross Spencer indicates:

“Centralizing the infrastructure has its benefits from a security control perspective, but it also exposes you if the architecture or products are not stable... We built this redundancy into the architecture from the beginning and have seen the results. We have had less than 1 hour of service outage this year...”

The system is now the foundation for Royal & SunAlliance’s security infrastructure, allowing Royal & SunAlliance to deploy new applications without developing all of the traditional security logic that accompanies the process.

As a result of this initiative, Royal & SunAlliance has provided its employees and brokers with a consistent authentication method while reducing the costs associated with managing and supporting these users.

“We are delighted with the expertise and professionalism of Entryport staff. We have found that they are a very progressive company that operates as a natural extension of our team. We could not have implemented this without them.”

- Ross Spencer
Manager, Information Security
Royal & SunAlliance Canada

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