

# IDENTITY MANAGEMENT

Computacenter helps R+V Insurance to replace its existing identity management solution with SailPoint IIQ.

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## SERVICES

- Security
- Identity and Access Management

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## USER EXPERIENCE

- Improved user satisfaction
- Simplified business processes
- Improved access to information
- Improved performance
- Faster decision-making

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## BUSINESS IMPACT

- Standardisation
  - Increases security
  - Future-proof solution/improves sustainability
  - Compliance/standardisation
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## OBJECTIVE

R+V Insurance had been successfully using BMC Control-SA as an identity management solution for many years. When the software manufacturer announced that its product was to be discontinued, the insurance company decided to introduce SailPoint IIQ as a replacement, with assistance from Computacenter. During the replacement process, the key priorities were to avoid interruptions to the identity management service, and to ensure a high level of user friendliness.

## SOLUTION

Identity management solutions usually require extensive adaptation to suit the customer's specific requirements. With a view to adopting the most efficient approach possible, the experts analysed, evaluated and documented the customer-specific functions in BMC Control-SA. The specialists from R+V and Computacenter then optimised these functions before mapping them onto SailPoint IIQ.

## OUTCOME

Following comprehensive testing and the necessary data cleansing in the source and target systems, SailPoint IIQ was put into operation at R+V Insurance. As a result, the company's employees now have access to an identity management system that is both modern and future-proof. SailPoint IIQ helps R+V Insurance to satisfy regulatory requirements while providing 1:1 authorisation mirroring in the connected systems.



By drawing on their deep expertise, the identity management specialists at Computacenter were able to provide us with excellent support and advice throughout this demanding project.

**Axel Panten,**  
**Head of Application Management and Infrastructure,**  
**R+V Allgemeine Versicherung AG**



## OBJECTIVE

### Identities are central to all business transactions

Identity management solutions ensure that employees always have the IT authorisations they need to perform their tasks efficiently and effectively. At the same time, they must not be granted a higher level of authorisation than they need. It is therefore important to aim for a high degree of automation, and to support this by establishing corresponding processes. The automation and process requirements change over time, meaning that identity management must be constantly adjusted too. Even if these changes are very well documented, after many years of operation it is not always easy to tell how the identity management processes were originally implemented, and whether it is necessary and advisable to retain them

in conjunction with the new solution. This also presented R+V Insurance with some major challenges when the existing BMC Control-SA product was discontinued after so many years and had to be replaced by a modern identity management solution. It is for this reason that R+V Insurance commissioned Computacenter to analyse the existing solution, come up with an optimised target image, based on the results, and implement this image in the new SailPoint IIQ solution.

Negative impacts on R+V Insurance's business activities had to be avoided when swapping over the systems. Therefore, the focus here was on avoiding interruptions to identity management and on stopping the replacement process from affecting existing employee authorisations.

## SOLUTION

### Testing and data cleansing – vital to success

When replacing BMC Control-SA with SailPoint IIQ, the first step was to analyse the existing solution. This involved analysing more than 100,000 lines of code and breaking down their interdependencies. The code was analysed automatically, and the result imported into Microsoft Visio. As an additional step, the technical requirements were documented, the results were discussed with the experts at R+V Insurance, and the existing processes were simplified and optimised where possible.

In parallel with this, the web portal (a proprietary development of R+V Insurance) was also analysed and the results collated in a functional specification for the future solution based on SailPoint IIQ.

Once all the requirements had been recorded, they were implemented in SailPoint IIQ before undergoing intensive testing by selected employees and the experts from R+V Insurance. On successful completion of the tests, the solution's impact on the live environment was simulated and the results evaluated accordingly. Where necessary, data cleansing was then performed, and changes were made to the configuration to prevent negative impacts on employees as the solution subsequently went live.



For the duration of the project, it became clear that Computacenter had a very good grasp of our company's requirements and that they were able to implement them accordingly.

**Axel Panten,**  
**Head of Application Management**  
**and Infrastructure,**  
**R+V Allgemeine Versicherung AG**



## OUTCOME

### A future-proof solution based on SailPoint IIQ

The comprehensive testing and the data cleansing carried out in the source and target systems, meant that SailPoint IIQ could be successfully put into operation without affecting the business transactions of R+V Insurance. Thanks to the way the processes were optimised and aligned with standard SailPoint IIQ functions, R+V Insurance now has at its disposal an identity management system that is both modern and future-proof.

The standard SailPoint IIQ functions now assist R+V Insurance with all relevant identity management processes: from role management and the automated assignment of authorisations via an intuitive end user front end for requesting authorisations (including the associated approval procedure), right through to a highly professional re-certification process to satisfy regulatory requirements – this is a solution that has got every aspect covered.

In the light of the SailPoint IIQ plugin framework and the constant enhancements that are being made to the product, R+V Insurance can be confident of its ability to meet all requirements in the context of identity management both now and in the future.

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## ABOUT R+V INSURANCE

R+V Insurance is one of Germany's leading insurance providers. More than eight million customers have put their trust in R+V's services. As part of the Genossenschaftliche FinanzGruppe Volksbanken Raiffeisenbanken (a financial group consisting of various cooperative banks/credit unions), R+V offers its customers tailor-made and innovative insurance solutions. The companies in the R+V Group provide all standard insurance products for private and corporate customers.

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## MORE INFORMATION

To find out more, please send a mail to [communications.germany@computacenter.com](mailto:communications.germany@computacenter.com)

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