



From Five Days to Three Hours for User Rights and Role Assignment

How DEVK Scaled User Administration with Garancy

A product by  beta systems



DEVK

The Company

DEVK serves around four million customers and insures more than 15 million risks across all lines of business. With approximately 1,200 branches and around 5,800 employees nationwide, DEVK is one of Germany's largest insurance providers.

● THE CHALLENGE

Growth without expanding the administration team.

DEVK needed to connect a large number of sales partners to its centrally developed master data management application within a very short period. Managing these new users manually would have required significant effort and a substantial increase in IT staffing.

● THE SOLUTION

Centralized identities. Standardized processes.

Garancy enabled faster and simpler user provisioning across enterprise IT systems. Even employees with limited technical expertise can independently perform user administration tasks. With the Garancy Identity Manager, DEVK can manage authorizations not only in the SAP production system, but also in test, development, and pre-production environments

● THE RESULT

Greater efficiency. Stronger governance. Less effort.

By shifting routine tasks to specialist departments – which is further facilitated by the Garancy Process Center – the IT team can focus on core responsibilities while managing a significantly larger user base without increasing headcount.

With Garancy IDM, we can place an even stronger focus on complying with governance requirements in access management.



Lutz Becker

Senior IAM Architecture Specialist
& Access Manager, DEVK

Managing 3,000 Additional Employees – Without Additional Effort?

From Rate Calculator to Centralized Rights Management

DEVK first began exploring the acquisition of a professional solution for identity management (IDM) in 2000. Until then, the approximately 3,000 sales representatives had been using an offline rate calculator. To improve customer service, they were to be connected to the central, in-house application for master data management so that they could access customer data from headquarters online in the future. The new sales service inventory management system also offered a completely new user interface for the user-friendly display of information.

Centralizing Governance Management

With the update to the latest version of Garancy, the topic of “governance by the specialist departments” came even more into focus at DEVK. The introduction of the Garancy Process Center ultimately simplified browser-based, customized application processes for the specialist departments.

Growth Without Additional IT Staff

Until that point, administration and user rights management for the internal users of the core system had been handled by an IT team of five people using the host-based RACF access system. However, manually administering the new users as well would have required an enormous amount of effort and would have necessitated a significant expansion of the IT team.

One Platform for All Systems

To avoid this and simplify rights management, the insurance company introduced a precursor to the Garancy Identity Manager at the time. The solution provided the best way to integrate all of the company’s IT systems – including host systems as well as client/server applications – into a centralized rights management system from a z/OS platform. As is the case with many insurance companies, these systems are also replacing the traditional mainframe systems at DEVK.

One of the major strengths of Garancy Identity Manager is clearly its excellent support for RACF, because in addition to client-based applications such as SAP and master data management, a number of core systems still run on the mainframe and must be supported as effectively as possible.



Lutz Becker
Senior Specialist IAM Architecture
& Access Manager, DEVK

Automated Permissions for 90 Applications

To enable secure communication between the sales service system – which is primarily installed on laptops – and headquarters, smart cards (since replaced by RSA tokens) were introduced for each workstation. The permissions for the tokens as well as all other IT systems – RACF, SAP, and the directory services LDAP/Active Directory – are managed automatically by the Garancy Identity Manager. TSI (Target Standard Interface) is used to manage access rights for a total of approximately 90 of the company’s applications.

SAP as a Key Application Area

Within the DEVK Group, SAP systems are currently used in numerous business units and constitute a key area of application for identity and access management. The implementation of SAP authorization management began with SAP FI/CO and various divisional applications and was subsequently expanded step by step to other areas.

With the integration of the legal protection department, the last division was finally incorporated into the authorization management system of the Garancy Identity Manager.



Granting Individual Access Rights More Quickly Using Higher-Level Garancy Roles



Grouping Roles Instead of Managing Permissions Individually

In DEVK's sophisticated role concept, the technical capabilities of the SAP system and the overarching authorization management of the Garancy Identity Manager complement each other. In this process, a working group within SAP creates the highly specific SAP roles in collaboration with the specialist departments and then hands them over to IT Service & Operations.

The SAP team is therefore only responsible for defining the roles; it does not assign users to the roles. This is the sole responsibility of the IDM system, which bundles these SAP roles – along with authorizations for other IT systems – into higher-level Garancy roles. "The Garancy role is thus the overarching entity. It brings together the employee's entire range of professional responsibilities," explains Becker.

Mapping Organizational Structures Intelligently

In this way, the necessary authorizations for each job profile are defined as roles in the various IT systems, such as SAP, the insurance application, or the Windows systems. These roles are then consolidated in Garancy IDM into each employee's personal authorization profile.

This way, the insurance company's entire organizational structure is mapped out in the access rights management system. As a result, the specialist department can grant new employees their individual access rights much more quickly. The IT department is responsible only for resolving any remaining outstanding issues – in consultation with the specialist department.

From Five Days to Just a Few Hours

In the past, it could take up to five days for employees to be fully operational. Today, after just two to three hours, they can access all the systems they need for their work. Becker sees it as a major advantage that the Garancy Identity Manager allows permissions to be assigned not only in the SAP production system, but also in various test, development, and pre-production environments.

Quick access to the relevant systems

On the SAP side alone, 70 individual target systems are connected to Garancy. There are also dedicated roles for the test, development, and pre-production systems. According to Lutz Becker, the IT department has over the years defined a "diverse array of Garancy roles" that allows it to quickly grant employees in all positions access to systems.

Automatic synchronization with the HR system increases operational reliability

Until now, the IT department received information about who was leaving the company and should no longer have access manually from the HR department. This changed with the update to the latest version of Garancy. The release included a more user-friendly user interface with an optimized menu structure, revised reporting, and expanded web services.

Lutz Becker set up an automatic synchronization between Garancy IDM and the HR software PIA/Loga, so that accounts of departing employees can be locked immediately. With the new version, DEVK can also manage permissions for its Oracle database via a standard TSI using the Garancy Identity Manager via a standard TSI. This saves Oracle administrators from time-consuming routine tasks.

Without Garancy, we would probably need ten additional IT employees today.



Lutz Becker
Senior IAM Architecture
Specialist & Access
Manager, DEVK

Further Simplification Thanks to the Garancy Process Center

Along with the update to the Garancy Identity Manager, DEVK also introduced the Garancy Process Center. The insurance company expected further benefits from the use of business-process-oriented approval workflows for the granting, modification, and revocation of permissions, as this further simplified the process of granting permissions.

“Through the workflow, we can provide the departments with additional standard tasks as part of the role-assignment process,” explains Becker. “The authorization officer for each division specifies in the workflow which new employees are to perform which tasks and assigns their functional roles.”

Compliance with Governance Regulations

Thanks to the new version, the insurance company can focus even more closely on compliance with governance regulations in access management – currently a major focus at DEVK. In the Identity Manager, separate risk parameters and information can be entered for various entities – groups, roles, and users.

No Technical Knowledge Required

With its modern and intuitive interface, the workflow helps department heads and managers manage permissions independently in the Garancy Identity Manager. Thanks to the web-based technology and the intuitive graphical user interface of the Process Center, no technical expertise is required.

Creating a User? It’s as Easy as Online Shopping.

Creating a user account is as easy as placing an online order – for Lutz Becker, this comparison is obvious. The IT specialist states: “Without Garancy, we would probably need ten more IT employees today to implement an access control strategy that meets current governance requirements. The introduction of the Garancy Process Center also helps us delegate even more standard tasks to the business units in the future.”

Facts & Figures

● FOUNDED

1886

● EMPLOYEES

approx. 5,800

● HEADQUARTERS

Cologne, Germany

● INDUSTRY

Insurance

Based on the number of policies, DEVK is Germany's third-largest home contents insurer, fifth-largest auto insurer, and seventh-largest liability insurer.

Success Thanks to Garancy

- Provisioning new access in 2–3 hours instead of up to 5 days
- Central management of approximately 90 connected systems
- Significant reduction in IT workload
- Stronger implementation of access governance
- Self-service processes for specialist departments through the Garancy Process Center

Products Used at DEVK

- Garancy Identity Manager
- Garancy Process Center

Ready to Unlock New Opportunities?

Get in touch to explore how Garancy can support your IAM strategy.

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