

AIRLOCK
by ergon



Visana

Strong pairing for maximum security

In the course of the strategic expansion of B2C services, the insurance group Visana has implemented an enhanced customer authentication infrastructure to achieve the best possible security for their web applications. Important components are the Airlock IAM authentication server and the Airlock WAF web application firewall. This pairing ensures that only authorised persons gain access to web applications.

As a customer-oriented insurance company, the Visana Group provides its customers with a range of convenient services via a web interface. Visana developed the server internally for its myVisana portal and has continuously adapted it to its own needs. The architecture has proven itself over the years, but there was a lack of flexibility with regard to future authentication requirements. The IT department gave considerable thought to the infrastructure, while at the same time the strategic decision was made to significantly expand the B2C channel from a business perspective. The IT specialists thus decided to implement an enhanced customer authentication infrastructure.

Web applications generally require comprehensive protection as they may otherwise be targeted by external attackers. Visana had already switched its core application to SOA, with Web services, several years ago. This raised the question of the appropriate security strategy. Martin Burri, who is responsible for IT security within the Visana group, explains: "A web portal is very exposed, and must be specially secured in every case. It was, therefore, clear to us that we wanted to protect the web applications as comprehensively as possible against unauthorised access by using upstream security functions in a Web Application Firewall (WAF)."

Airlock WAF quickly led to the Airlock IAM solution

Visana thus first tackled the WAF project. While searching for a suitable solution at home and abroad, a total of three products were scrutinised more closely. In the end, Airlock WAF won out. The decisive criteria were the ease of administration, the competent advice and, of course, the improvement to security at application level.

The authentication project was started at the same time, within the context of the planned expansion of B2C services. After careful evaluation, Visana chose Ergon as a partner for developing the new solution. "We carefully examined various possible solutions," says Martin Burri. "Airlock IAM convinced us the most, particularly in combination with Airlock WAF – both in terms of security and flexibility, and in terms of costs." From Visana's perspective, other benefits include the adaptability of Airlock IAM, the standardised connectivity of new applications and peripheral systems, the modularity, and its expandability.

Once the die had been cast, the two projects quickly merged. The future architecture was outlined at two joint workshops, and then work began. The only condition: the existing web portal had to be fully integrated into the new solution so that it could continue to be used. The entire implementation period was characterised by pragmatic implementation and a straightforward collaboration. After



"Airlock IAM in combination with Airlock WAF convinced us completely – in terms of security, flexibility and cost. Our expectations were clearly met: the integration went smoothly and we completed the project within the given time frame and budget."

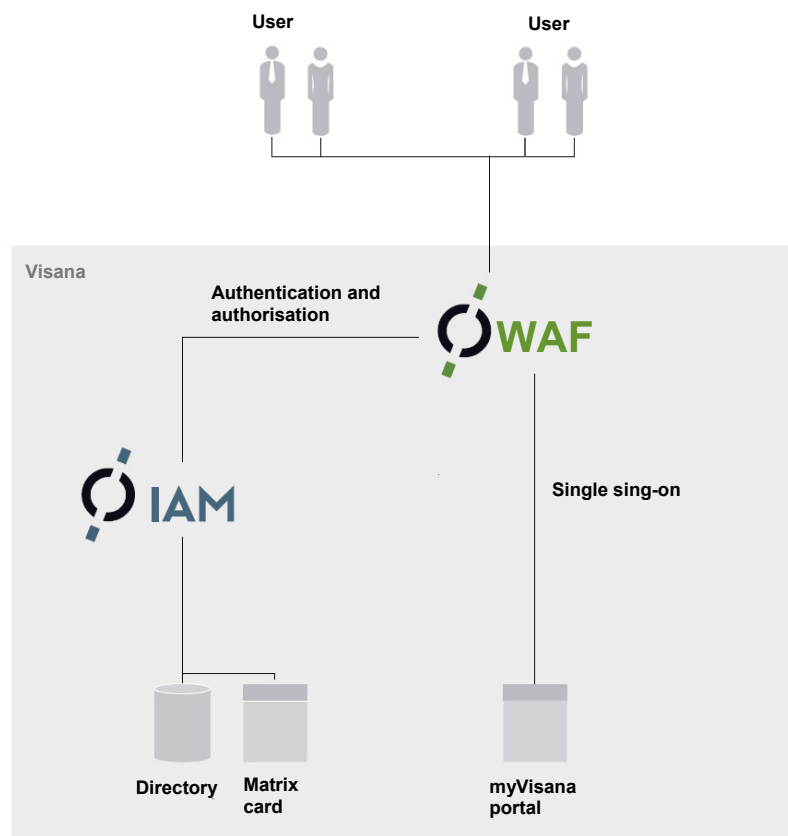
Martin Burri, IT Security Officer, Visana

about nine months, the project was successfully completed. All B2C customers were equipped with the new matrix card.

Extremely effective protection mechanisms

Ergon's extensive experience in implementing such projects, and the high level of standardisation of the solution, ensured that all deadlines were met and the project could be completed within budget. "We were given transparent advice and professional support from the Ergon experts at all times," says Martin Burri, looking back at the experience. "The personal commitment, the high-level of implementation competence and the willingness to perform, demonstrated by all participants, brought this project to a successful conclusion."

Image 1 Martin Burri, IT Security Officer, Visana



Since the Airlock Suite has been up and running at Visana, all access to the web applications is fully controlled and filtered – and even at different levels. Only users who have been successfully authenticated via authorised connections using a matrix card are approved. Unauthorised access or manipulation attempts are automatically detected and blocked in fractions of a second.

Following the successful introduction of the B2C services, the next step is to expand on this development and create a central authentication point for all Visana IT services. Martin Burri: "The Airlock Suite provides us with modern and effective mechanisms for protecting our web applications. In addition, we have laid the foundations for further expansion of our online services, thus providing the best possible protection for our investments, for example in the business sector."

"The key to success was the interaction of a well thought-out architecture with the right product choices and a trusted partner like Ergon, who helped us with their considerable personal commitment and professionalism in implementing this project."

Martin Burri, IT Security Officer, Visana

Strong pairing for security

Requirements

Visana needed an enhanced customer-authentication infrastructure for the planned expansion of its B2C services; I to optimally protect web applications against unauthorised access while at the same time providing customers with convenient access. Important criteria when evaluating the appropriate solution were maximum security and expandability in the sense of sustainable investment protection.

Solution

The combination of the Airlock IAM authentication server and the Airlock WAF web application firewall was the ideal solution for Visana. Airlock WAF protects all applications and web services from attacks, and ensures sustainable, centrally-controlled security and availability. As a centralised authentication server, Airlock IAM provides secure, and at the same time easy, access to data and applications for the insurer's customers.

Network Access Control

As a further step, the in-house employees' computers, printers and other network devices were connected to Airlock IAM, with Airlock IAM covering Network Access Control (NAC, IEEE 802.1X). Visana can, therefore, ensure that only computers that have been issued with a Visana certificate can be connected to the network. Ergon has expanded the Airlock IAM server such that the NAC-enabled routers are able to use RADIUS to correctly interpret the corresponding protocol for securing network access. The administration interface then also allows for management of NAC-enabled devices. These expansions have been fully incorporated into the product.



Ergon Informatik AG
Merkurstrasse 43
8032 Zurich, Switzerland

+41 (0) 44 268 89 00
www.airlock.com
twitter.com/ErgonAirlock

Copyright Notice

Copyright © 2015 Ergon Informatik AG. All rights reserved. All technical documentation that is made available by Ergon Informatik AG is the copyrighted work of Ergon Informatik AG and is owned by Ergon Informatik AG. Ergon, the Ergon Logo, "smart people smart software" and Airlock are registered trademarks of Ergon Informatik AG. Microsoft and Active Directory are registered trademarks or trademarks of Microsoft Corporation in the United States and / or other countries. Other products or trademarks mentioned are the property of their respective owners.

About Ergon Informatik AG

Founded in 1984 and currently employing a staff of 270, Ergon Informatik AG is one of the longest-standing and most successful IT service providers in Switzerland today. Over 80% of all employees are software developers with university degrees. Most of them are software engineers from ETH Zurich, one of the top ten universities in the world. In addition, Ergon Informatik AG has received several awards for its sustainable personnel policy.

Ergon Informatik AG is widely diversified and provides services for a wide variety of industries. Ergon excels in financial services, e-banking, telecommunications and security. In 1997, Ergon developed the first e-banking system in Switzerland. The Airlock security product has been on the market since 2002, and is currently in use by over 400 customers worldwide.

Further information can be found at www.ergon.ch