

Customer Profile

## Banca Popolare di Sondrio (SUISSE)

Extra security layer gives Banca Popolare di Sondrio (SUISSE) competitive edge

### Acceleration

“The deployment of a custom-built e-banking platform with authentication based on RSA SecurID® hardware tokens and RSA SecurID® On-demand Authenticator technology has accelerated our competitive advantage in the Swiss market.”

Stefano Pelagatti

First Vice President, Banca Popolare di Sondrio (SUISSE)

#### AT A GLANCE

##### Business challenge

- It was keen to show customers that security measures were up-to-date, providing peace of mind that their savings and investments were safe
- Although the bank has experienced little interference from hackers, it wanted to take pre-emptive steps to avoid man-in-the-middle attacks

##### Solution

- Custom-made e-banking solution from ISYS, a provider of banking software, utilizing RSA SecurID and RSA SecurID On-demand Authenticator
- Offers secure e-banking for customers, as well as an extra security layer for high value transactions

##### Results

- Banca Popolare di Sondrio (SUISSE) has significantly reduced the threat of phishing attacks with minimal interference to both retail and business customers
- It is one of the first Swiss banks to offer an additional security layer to minimize the risk of man-in-the-middle attacks, giving it a key differentiator in the market

Since its foundation in 1871, Banca Popolare di Sondrio has grown from being a small Italian bank to employing 2,300 people in 262 branches. It began offering services to customers in Switzerland, founding Banca Popolare di Sondrio (SUISSE) in 1995 and is one of the fastest growing banks in the region. Its services include wealth management, retail banking and business banking for small to medium enterprises. To learn more, visit: <http://www.bps-suisse.ch/it/>

##### BUSINESS CHALLENGE

Banca Popolare di Sondrio (SUISSE) is dedicated to taking care of its customers' investments.

With a view to maintaining its leading position in its market, it has worked with banking software provider ISYS for a number of years to develop an industry-leading platform for e-banking customers. The solution is secured using technology from RSA, the Security Division of EMC. To date, the e-banking solution has experienced little interference from hackers, but the bank wanted to pre-empt any future threats by building in an extra layer of protection against man-in-the-middle attacks. It also

wanted to streamline management of its existing platform for the IT team by creating a single e-banking solution that could be managed centrally and efficiently.



The Security Division of EMC



BPS (SUISSE)





## SOLUTION

The e-banking platform is based on RSA SecurID two-factor authentication which uses something the online banking user knows (PIN) and something he or she has (a one-time password displayed on a hardware token) to gain access to the e-banking system - providing a much more reliable level of authentication than reusable passwords.

When customers want to log in to their e-banking account, they are asked to enter a user ID as well as a one-time password, which is either displayed on an RSA SecurID hardware token or is sent to their registered mobile device via short message service (SMS). The SMS option, which draws on RSA SecurID On-demand Authenticator technology, is more convenient for users who are constantly on the move and who do not want to carry around an extra device. A number of the bank's employees also use RSA SecurID hardware tokens for secure remote access into corporate applications.

To prevent man-in-the-middle attacks, ISYS utilized RSA SecurID On-demand Authenticator to develop an additional security layer. Now when a customer wishes to complete a payment transaction above a set amount, the bank sends them a second SMS, providing details of the transaction including the amount, payee details and currency. If the details are correct, the customer can input a code given in the SMS into the e-banking site to confirm the transaction. If the customer knows nothing about the transaction, they can alert the bank that there is a potential hacking attack. The bank will then help the customer to clear any malware from their infected computer.

## RESULTS

Banca Popolare di Sondrio (SUISSE) now has just one e-banking platform to manage, which is less costly and time consuming. It is able to offer its customers an additional layer of security to reduce the likelihood of man-in-the-middle attacks becoming a problem. Since Banca Popolare di Sondrio (SUISSE) is one of the first banks in the Swiss market to offer this type of protection, it is now well positioned to lead the financial market in online security issues. At the same time, the bank's customers benefit from greater peace of mind in the knowledge that their assets are more secure, with minimal disruption to their banking experience.

From a management perspective, the scalability of RSA Authentication Manager – the software that powers the RSA SecurID two-factor authentication solution – makes it easy for the bank to add new customers to the e-banking services, which gives it room for growth and also aids business continuity for its own operations. For example, if there was likelihood of a pandemic, it would be possible for Banca Popolare di Sondrio (SUISSE) to quickly and easily deploy RSA SecurID two-factor authentication to new users, providing all employees with secure remote access to corporate applications and enabling them to work from a remote location.



*“A custom-built e-banking solution from ISYS utilizing RSA SecurID and RSA SecurID On-demand Authenticator has made it even easier to ensure our customers' assets are protected. RSA Authentication Manager - the power behind RSA SecurID two-factor authentication, offers centralized management and administration of the e-banking platform.”*

Stefano Pelagatti,  
First Vice President, Banca Popolare di Sondrio (SUISSE)



RSA Security Inc.  
RSA Security Ireland Limited  
[www.rsa.com](http://www.rsa.com)

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