

DZ BANK

DZ BANK Strengthens Compliance Capabilities with RSA

AT-A-GLANCE

Challenges

- DZ BANK's corporate security goal is to protect employees, values and information from potential threats, and to ensure the integrity and reputation of its business.
- Security was not centrally organized, creating siloes and inconsistencies.
- It needed to provide a unified view of all security-related work for management and compliance.

Results

- With RSA Archer, DZ BANK reduced the time to create a business continuity plan from three months to a few minutes, as well as being able to designate time-critical processes with just a few clicks.
- Response to unforeseen issues is now much faster, with risks around a recent water supply failure in its main building mitigated in a matter of minutes.
- DZ BANK now has ISO 22301 certification, which enables it to meet compliance standards and significantly reduce audit activities each year.

“Implementing RSA Archer was the first step to ISO 22301 certification at DZ BANK. This enables us to meet compliance standards and significantly reduce audit activities each year. Without RSA Archer it would have required more expenditure to reach the certification level.”

THORSTEN SCHEIBEL, GLOBAL HEAD OF BUSINESS CONTINUITY AND CRISIS MANAGEMENT, DZ BANK

DZ BANK is the fourth largest bank in Germany and a central bank in the German cooperative banking network. It provides products and services for 1,000 cooperative banks and also to corporate customers.

How important is security to your organization?

Security is a critical component of our business strategy. DZ BANK's corporate security goal is to protect our employees, values and information from potential threats and ensure the integrity and reputation of our business.

All corporate security issues are reported to the board directly, and BCM, crisis management, information security, personal and physical security are the responsibility of the corporate security department.

What challenges did you face in meeting your security objectives?

We had many reliance responsibilities and knowledge silos here in DZ BANK and we also had a lack of documentation. Various security aspects were not clearly associated with one organizational unit.

Another issue was that we had inconsistent use of terminologies, definitions and documentation, and there were many redundancies or adjustment problems in terms of responsibilities and measures. Finally, we had no centralized overview of all security-related work.

Why did you choose RSA?

We had created a requirement catalogue that included about 150 requirements from different business units. We checked the GRC tool market and there was a long list of about ten potential suppliers, so we sent our requirement catalogue to all of them. After an evaluation there was a shortlist of three suppliers. Next, we had a live presentation of the three different tools and rapid prototyping with our BCM case. In the end RSA Archer best met our business objectives to reduce the time to create a business continuity plan from about three months to just a few minutes. Also we are leveraging the IT Compliance and the Information Security modules.

What best practices did you use in your implementation?

We started with a pilot in our London branch to create a blueprint for the processes we planned to deploy across our global organization. We created an inventory of our processes, roles, responsibilities, documentations, plans and templates, and also started a gap analysis. We created a blueprint and then identified and implemented some quick wins. We wrote a project road map and we've had very quick results in setting up our new business impact analysis. In just three months we created a new process and rolled it out.

Can you share any examples of your RSA solution preventing a security incident?

We had a water supply failure in our 200-meter skyscraper, meaning 1,000 colleagues were not able to work in the building. With RSA Archer we were able to designate all time-critical processes in the building with just a few mouse clicks, and we were able to report this to the board of directors and the crisis team. In the past we would have had to check multiple plans, and this would have taken a lot of time.

How do you measure security effectiveness?

It's very important that we have total visibility. This ensures that we can react quickly and effectively in the event of a crisis. Being able to act in a timely manner and quickly report to the board and incident response team means we can minimize disruption for staff and customers.

We are reporting key performance indicators directly from RSA Archer to our board of directors' cockpit, including the status of tests, open measures or major incidents. This information is also used for our quarterly and yearly security reports for our selected stakeholders.

What business value has RSA Archer brought for you?

Implementing RSA Archer was our first step to ISO 22301 certification. This certification enabled us to meet compliance standards and significantly reduce our audit activities each year. At the moment DZ BANK is the only bank in Germany that is ISO 22301 certified. Without RSA Archer it would have required more expenditure to reach the certification. Additionally, we are saving a lot of time on creating our BCM documentation and reports.

What are your plans for the future?

The next step in our security journey is to share our information with different departments. For example in BCM we calculate the needed recovery time for our processes, and this information will be used in our information security office in their compliance evaluation for our IT assets. We'll have to meet new regulations from the European Central Bank soon and we plan to use our established processes to enable us and our subsidiaries to do this.

We are also working towards implementing RSA Archer on our mobile devices. This will give us immediate access to all the information we need in the event of a crisis.

CONTACT US

To learn more about how RSA products, services, and solutions help solve your business and IT challenges contact your local representative or authorized reseller – or visit us at www.emc.com/rsa