



# AMERITAS LIFE INSURANCE CORP AUTOMATES ACCESS AND IDENTITY PROVISIONING TO BOOST EFFICIENCIES WITH RSA VIA LIFECYCLE AND GOVERNANCE

## AT-A-GLANCE

### Challenges

- As a financial organization, Ameritas Life Insurance Corp must protect its data to align with regulations, maintain strong industry ratings and maintain customer trust.
- It needed to ensure control over access to information, while making sure that users could be provisioned or de-provisioned quickly in order to avoid inefficiency.
- It also wanted to enhance its reporting capabilities to better respond to auditor requests.

### Results

- With RSA Via Lifecycle and Governance, the process for setting up new users with access to key applications has been cut from five days to just one day.
- The user-friendly interface means employees can request access quickly and easily, and track the approval process.
- Reporting is much quicker and simpler, enabling the organization to provide fast and thorough insights to auditors and management.

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MIKE DUNCAN, PROGRAM MANAGER FOR IAM, AMERITAS LIFE INSURANCE CORP

Ameritas Life Insurance Corp was established in 1887 as Old Line Bankers Life Insurance Company of Nebraska. It is a mutual insurance company, headquartered in Lincoln, Nebraska, and it employs around 2500 people. It ended 2014 with total members' equity at a record level of \$2.7 billion.

### *Why is security important to you?*

Just like any financial services corporation, security is imperative to the validity of the company. It can affect our ratings as well as our customers' trust in us.

We need to be able to control who has access to what information. It's not just a regulatory requirement. We are not a publicly traded company so we fall under the Model Audit Rule for insurance companies, so it's important that we can show who has access to each piece of information, when it was requested and when it was granted, and by whom. We need to be able to drill down to those specifics, especially if the auditors come in.

### *How does your security strategy support business objectives?*

Our identity management and governance strategy supports the business plan by enabling our customers, our employees, our consultants and contractors to get access to the tools and applications they need in a timely manner. If it takes me a week to get somebody's access set up, that's five days that they're potentially non productive. So it's important, and the business is constantly working with us to make sure that what we deliver aligns with the business needs.

### *What benefits has RSA Via Lifecycle and Governance brought you?*

We're much better now at defining applications and application roles, which enables us to do provisioning and de-provisioning much more efficiently. It doesn't take a whole week now to set an application up and have it available on the system; we can do it all in a day.

I'd say another benefit is reputational. Not just my personal reputation within the business in terms of driving a successful project, but also the reputation for the IT team as an organization.

### *What business value have you achieved?*

Enabling the business to get identities, including external identities, set up quickly enables us to expand the business. If I have an agency that has five employees and I can get that agency on-boarded with the access they need to sell policies, that's going to enable the business to grow. As the business grows, I can get more resources to do more work.

### *How do you measure your success?*

I would say it's multifaceted. We obviously have audits and regulatory compliance, and coming through with a clean audit is a huge success in and of itself. We also have our own benchmarks. We know that the business wants – for example having access requests fulfilled

within three business days, and we're able to hit that benchmark pretty steadily.

When external auditors come in, they want to know about MAR and the termination process. We have to show that we actually removed and cleaned up access within 24 hours of a termination. On the other hand we're also able to show the business that we're able to bring a person on-board and have them fully provisioned in 24 hours.

### *How have your users responded to the new solution?*

The RSA Via products are a lot easier to use because the customer interface is set up to be something like all of us would use when we sign on to Amazon. It's a simple shopping cart, and the customers like that as it's easy for them to come into the system, pick what they want access to, submit the request, and everything happens behind the scenes. And it's quick.

It's also had an impact on their efficiency. They're not wasting time hunting down what they want access to, or having to make numerous phone calls to different people to determine where their request is in the queue. They log in, they pick, look at their request, and get an exact snapshot of what's approved and what's still in progress. Where things are yet to be approved, they can see who the approver should be and make a quick call to that person to expedite the process.

### *What advice would you offer others starting a similar initiative?*

The greatest pitfall we faced was in trying to take on too much. You have to take a look at the broader picture in terms of where you want to go and then break that down into digestible chunks. Figure out what's most important, get that done and get some successes that you can show the business. Then you'll get more buy in, and you'll have more success.

### *What's next in your security journey?*

The additional value in working with RSA is not just in what you're doing today, but in what you need to do tomorrow. We're not just an identity management shop; we're also using RSA SecurID. With the next line of products just being released I see additional automation, more efficiency, and a more secure environment. Thanks to RSA's work in this area, I'll be able to benefit from these tools at no additional cost, to do the work I need to get done.

## 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.rsa.com](http://www.rsa.com)

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