

Bank J. Van Breda & C^o provides its customers with the flexibility to manage banking affairs anywhere at any time thanks to DIGIPASS authentication

Bank J. Van Breda & C^o, a specialized advisory bank that focuses exclusively on entrepreneurs and professionals, uses VASCO's DIGIPASS technology to secure its online application VanBredaOnline. DIGIPASS replaces the former PKI solution and provides Bank J. Van Breda & C^o's customers with the flexibility to execute their financial transactions anytime, anywhere.



Bank J. Van Breda & C^o enjoys growing recognition as a specialist bank for entrepreneurs and professionals. The bank uses a unique approach and its niche strategy that is specifically addressed to its customers, proves to be successful. Bank J. Van Breda & C^o assists its customers in the systematic development, management and protection of their assets and takes the long-term interests of its clients into account. Entrepreneurs and professionals trust an increasingly larger share of their banking business to the bank, both private and professional.

PC-INDEPENDENT SECURITY

With the online application VanBredaOnline the bank gives its customers the flexibility to consult their accounts and execute their financial transactions from home or the office. It is evident that the bank adheres to strict security standards.

Previously, Bank J. Van Breda & C^o used a PKI system with digital certificates that needed to be installed on the end-user's computer allowing him to securely log-on to the website. In practice, this system proved difficult to install. The certificate had to be locally installed on the customer's PC using a Java applet. This caused some difficulties because some customers in the capacity of an employee often had insufficient privileges to do so. Sometimes the Java applet itself did not work because the necessary software to implement it was not present. Furthermore, the risk existed that if the PC was hacked, the security software would be intercepted.

"Now everything goes much more smoothly. The customers use their DIGIPASS to access the site and no longer need to install software or certificates on the PC. Since deploying DIGIPASS technology, the number of helpdesk interventions has been significantly reduced", says Jan Vanderhallen, Chief front-office applications and new technologies at Bank J. Van Breda & C^o.

"Additionally, the CBFA (Banking, Finance and Insurance Commission) issued a directive stating that the security of online banking applications must not be

dependent of the PC," adds Jan Vanderhallen. Bank J. Van Breda & C^o hence went looking for a user-friendly, more flexible and PC independent security solution.

DIGIPASS OFFERS MORE FLEXIBILITY AND IS EASIER TO USE

Bank J. Van Breda & C^o wanted to switch to a sustainable security solution that could be perfectly integrated within the overall business infrastructure. User-friendliness for the customer was of paramount importance. An additional requirement was that the continuity in the transition from the PKI system to a new one could be guaranteed. The bank eventually opted for VASCO's DIGIPASS technology combined with VACMAN, VASCO's authentication platform.

"Each user received a personalized DIGIPASS 550 device. Upon request, customers can obtain a second to use at home or at the office. This way the customer can access the online banking application at any time," says Jan Vanderhallen.

DIGIPASS 550 works according to the principles of challenge / response authentication. This is a common authentication technique whereby a user receives a code (the challenge) which he or she types on the DIGIPASS device. DIGIPASS then calculates a new code (the response) with which the user is able to log-on or sign a transaction.

THREE SECURITY LEVELS

Bank J. Van Breda & C^o chose to dynamize the challenge / response function in order to make the use of the device more intuitive. Within the application three different security levels can be distinguished: authentication without challenge, authentication with challenge and authentication with two challenges.

"Accounts to which the customer regularly transfers money contain a lower security risk as a result of which the customer needs to type less challenges. For transactions with a higher nominal value or transactions to accounts to which the customer not often transfers money a higher security level is enforced," says Jan Vanderhallen.

"DIGIPASS 550 is very practical to use, because you don't need a bank card," says Jan Vanderhallen. "Not everybody possesses a bank card, meaning that we would exclude some of our customers. From a professional point of view the requirement to possess a bank card could also be a hindrance, therefore we opted for a DIGIPASS with challenge / response function instead of a card reader. This allows us to keep the user threshold as low as possible. Furthermore, as

we do not own our own network of ATM devices, it was technically not feasible to deploy a card reader solution.”

UPGRADE TO IDENTIKEY AND A SINGLE USER INTERFACE

Bank J. Van Breda & C^o initially worked with VASCO's authentication platform VACMAN Controller and VACMAN Middleware. With some programming, this server software was fully integrated within the bank's proprietary systems. VACMAN Middleware is the authentication software that validates all authentication requests. VACMAN Controller was in turn used to validate all transactions.

Meanwhile the bank has upgraded to IDENTIKEY Server. IDENTIKEY offers the bank the opportunity to link more than one DIGIPASS device to a customer, allowing them to supply two authentication devices to every end-user. Another advantage is that IDENTIKEY contains a user-friendly online administration tool. Now the bank is able to operate with a single interface to manage its user database. Furthermore, IDENTIKEY is more user-friendly and could be seamlessly integrated into the banks proprietary infrastructure. Additionally, redundancy is guaranteed to ensure the service to its end-users that in case of failure.

DIGIPASS QUICKLY ADOPTED

“The conversion of the PKI system to DIGIPASS authentication has gone smoothly. We can deduce from the feedback we received from our end-users that DIGIPASS 550 is well received, despite initial fears of our customers that the procedure to authenticate and sign transactions would be too cumbersome. We also received positive feedback on the dynamization of the challenge-response function as it substantially increased user-friendliness. Customers need to enter much less data to sign a transaction than with other banks, “says Jan Vanderhallen.

DIGIPASS 550 offers a very simple and intuitive way to electronically sign transactions through the “what you see is what you sign” function. The user can actually see and understand the transactions they sign thanks to the interactive screen that guides him through the entire process.



Objective

Bank J. Van Breda & C^o was looking for a security solution that allowed its customers to access the online application and execute transactions from any PC with Internet connection.

Challenge

Migrate from a PKI-based system to a PC independent security solution that does not make use of certificates. The solution needed to be flexible, user-friendly and portable and should be integrated within the overall business infrastructure.

Solution

Bank J. Van Breda & C^o opted for VASCO's DIGIPASS 550 in conjunction with IDENTIKEY. DIGIPASS 550 generates dynamic passwords allowing end-users to securely log-on to the bank's web application. Thanks to the intuitive administration interface of the authentication server IDENTIKEY DIGIPASS device can easily be linked to a specific user.

About Bank J. Van Breda & C^o

Bank J. Van Breda & C^o is a specialized advisory bank that focuses exclusively on entrepreneurs and professionals. Bank van Breda bank wants to give entrepreneurs and professionals the best advice, both private and professional, throughout their lives. The Bank assists its clients in the systematic development, management and protection of their assets. Bank J. Van Breda & C^o operates according to its own unique approach: specialized, personal and proactive. The Bank aims to establish a trust relationship with its clients by consistently keeping their long-term interests in mind.

About VASCO

VASCO is a leading supplier of strong authentication and e-signature solutions and services specializing in Internet Security applications and transactions. VASCO has positioned itself as a global software company for Internet Security and designs, develops, markets and supports patented DIGIPASS®, DIGIPASS PLUS®, VACMAN®, IDENTIKEY® and aXsGUARD® authentication products. VASCO's prime markets are the financial sector, enterprise security, e-commerce and e-government.

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