

ERGO insures its internal system with DIGIPASS technology

ERGO Group is one of the major insurance groups in Europe. The company offers a range of insurance, provision and services to a 40 million customer base. ERGO has been among the leading insurance groups in the Baltic countries and the only one to offer a complete range of coverage including property insurance and accident insurance along with life, pension and health insurance. The company operates in the non-life, life and health insurance on the one hand and in the pension fund market on the other hand. Almost 450,000 clients in the Baltic States put confidence in ERGO's services, expert knowledge and financial stability. In Latvia, the ERGO Group is represented by two of its subsidiaries: ERGO Latvia and ERGO Life Insurance SE Latvia Branch. The companies' salespeople collect their data in an internal system that ought to be accessible anytime and anywhere, in Latvia and even beyond its borders. ERGO was resolved to implement an improved security solution for its internal insurance. Therefore, strong authentication was set up.

ERGO

ERGO is a relatively young insurance group: its roots go back to 1997. Two experienced German

insurance companies then merged into one. From that moment on, ERGO has swept through Europe. Nowadays, the company is represented in more than 30 countries in Europe and Asia. It offers a wide range of insurance and other services, and intends to be the no.1 choice for all provision and insurance needs of its clients. Almost 450,000 clients in the Baltic States trust the services, expert knowledge and financial stability of ERGO.

In Latvia, 500 employees are established. Most of them are salesmen offering insurance services to their clients. Obviously, a practical and convenient sales tool is a must to keep all the data well-organized. Booking projects, creating insurance policies, registering deals, checking percentages of insurance deals: everything is kept neatly in ERGO's insurance system. An SSL VPN technology guarantees a safer access to the corporate network from anywhere in Latvia and beyond its borders. However, internally, the question arose whether the security for remote login to the online system could be ensured more sufficiently.

ON TO AN EASY AND RELIABLE SECURITY SYSTEM

Every salesman can access the corporate internal database, both at the office and remotely – from anywhere in the world. Yet, how can the company supervise whether the right person enters the system? "Before the DIGIPASS integration, we granted access to the databases by whitelisting IP addresses," says Dainis Bairs, Head of IT department of ERGO insurance Latvia.

"This list of entities that are being provided a specific privilege - in this case access to the internal database system - is authorized on the basis of the computers' IP addresses. It goes without saying that this method is not watertight," Mr. Bairs adds. To guarantee a safe log-on, ERGO had to search for a high-quality solution. "In collaboration with system integrator Data Security Solutions, we looked at different vendors and compared them to each other.

Finally, we selected VASCO for its best price/performance ratio," says Mr.

Bairs. ERGO decided to implement DIGIPASS technology in combination with IDENTIKEY Server.

WHAT DO YOU HAVE? WHAT DO YOU KNOW?

"We opted for two different types of DIGIPASS. On the one hand, our sales partners, amongst whom both sales companies and individuals, got a DIGIPASS GO 6. Our IT department, on the other hand, implemented DIGIPASS for Mobile," relates Mr. Bairs. The DIGIPASS GO 6 is a small, easy-to-use, one-button hardware device. If the user wants to log on, he just has to push to button to generate a one-time password (OTP) that only lasts for 32 seconds. DIGIPASS for Mobile, conversely, is a software solution offering strong authentication on portable devices. To generate an OTP, the user has to launch the authentication application installed with a little applet on his or her mobile phone. All OTPs are verified by the IDENTIKEY server, that automatically checks whether the person in question can have access to the system or not.

Both DIGIPASS types generate OTP's consisting of 6 digits which are used in the process of logging on in combination with a PIN-code and a username. That is the reason why this kind of secure access is called two-factor authentication. Two elements are involved: something you know, in this case your PIN-code, and something you have, in this case the OTP generated by the DIGIPASS device.

A DIGIPASS TO YOUR LIKING

Data Security Solutions, an IT security specialist, was responsible for the integration. "Everything went very smoothly," says Andris Soroka, Managing Director of the solution integrator Data Security Solutions.

"ERGO's business-critical information is stored

and the access to our data is

secured. Everything

works perfectly,"

a pleased Mr.

Soroka continues.

ERGO deployed

DIGIPASS for 300

end-users. The GO



6 devices were fully customized. The company decided to have the devices colored in their own company red, combined with its logo in white letters. "This is a nice extra," Mr. Dainis Bairs smiles. "It is pleasant to have the authenticator in our own company colors. Moreover, it confirms the idea that we take care of security."

Objective

ERGO's salespeople store all their business-critical and clients' data in an internal insurance system, which has to be available and securely accessible anywhere and anytime.

Challenge

The security solution had to come up to the internal demand for a safe access system. Besides, it had to correspond to the technical specifications stipulated by ERGO's IT department.

Solution

ERGO chose to implement VASCO's DIGIPASS GO 6 for its sales partners. DIGIPASS for Mobile was deployed for IT staff. IDENTIKEY Gold was implemented on the back-end side.



About ERGO Latvia and ERGO Life Insurance SE



ERGO Latvia and ERGO Life Insurance SE are two subsidiaries established in the Baltic states of the international insurance company ERGO. The first one focuses on property and casualty insurance; the latter on health and life insurance. The company employs 400 people in Latvia.

About Data Security Solutions



Data Security Solutions is a new challenger in the Baltic IT Security market. The company offers world leading software and hardware solutions together with a full range of services related to these solutions (IT consultancy, IT Security audit, implementation and technical support). Data Security Solutions is a trustful partner to private and public organizations in Latvia, Lithuania and Estonia.

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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