

# Mizuho Bank, one of Japan's mega banks, deploys DIGIPASS to secure its online banking service Mizuho Direct

Mizuho Bank is the core retail banking unit of Mizuho Financial Group and one of the three so-called mega banks in Japan. To secure critical transactions in its online service Mizuho Direct, the bank selected VASCO's hardware one-time password authenticators, hereby eradicating possible misuse or fraudulent attempts.

## BOOSTING CUSTOMER ACCEPTANCE WITH A HIGH SECURITY SOLUTION



Mizuho Bank is active in retail banking with approximately 500 branches, approximately 25 million retail customers and over 11,000 ATM machines.

Mizuho Bank provides online banking services to retail customers and SMBs through Mizuho Direct. The number of users of Mizuho Direct has been steadily increasing, reaching over eight million in November 2009.

As e-commerce and online banking applications became more widespread, customers' security concerns increased. To that effect, Mizuho Bank already implemented various basic security technologies and measures to satisfy customers' needs.

"We have implemented various basic security technologies and measures such as an automatic log out function, a system that displays latest login history etc. We also launched a security awareness campaign and published security guidelines", says Mr. Sato, Senior Manager, Channel Network Development Division. "In addition to these basic measures, we were looking for a high-level security solution that consequently would be easy to use, boosting customer acceptance."

Mizuho Bank was on the lookout for a cutting-edge security solution that would help the bank to expand its online banking share and to differentiate itself in the Japanese banking industry.

## STRONG AUTHENTICATION AND USER-FRIENDLINESS HAND IN HAND

Mizuho Bank wanted to roll out the highest security solution possible, however, without compromising on user-friendliness. VASCO's DIGIPASS solution met Mizuho's requirements. Ease of use and simplicity is directly related to the advancement of brand awareness.

"VASCO's proven track record in the EU and worldwide, its high security

standards, the long battery lifetime of the device and the fact that security parameters can be fully customized according to our security policies are the main reasons why Mizuho chose to partner with VASCO."

## DIGIPASS: FULLY CUSTOMIZABLE

VASCO's DIGIPASS is used to secure critical transactions such as cash transfers, fixed deposits, buying investment trust funds and changing user account details. The security parameters of the DIGIPASS device such as time window, algorithm and the length of password can be fully customized to adhere to the bank's corporate security policies.

"Mizuho Bank will continue to offer a client oriented service by implementing a multiple security strategy that will evolve along with new trends in online banking and business technology", says Mr. Sato.



### Objective

Provide a secure authentication solution for Mizuho Bank's online banking services for retail customers.

### Challenge

The security solution must provide a high level of security to protect financial and critical transactions, offer a great flexibility and at the same time remain user friendly.

### Solution

DIGIPASS provides retail customers with a flexible solution to access their online banking accounts at their own convenience 24/7.



## About Mizuho Financial Group

Mizuho Financial Group is a banking holding company headquartered in Tokyo, Japan and controls Mizuho Bank, Mizuho Corporate Bank, Mizuho Securities and Mizuho Trust Bank. Mizuho offers a range of financial services, including banking, securities, trust and asset management services.

Mizuho splits its business into distinct divisions on a global basis: retail banking (Mizuho bank), corporate banking (Mizuho Corporate Bank and Mizuho Securities) and global wealth and asset management (Mizuho Trust & Banking).

Mizuho Bank is active in retail banking with approximately 500 branches, nearly 25 million retail customers and over 11,000 ATM machines. The number of online banking users reached over 8 million in November 2009.

Mizuho Corporate Bank provides optimal solutions to customers in the areas of finance and business strategies, focusing its efforts on serving major corporations, financial institutions, public sector entities, and overseas companies including subsidiaries of Japanese corporations.

Mizuho Securities is an investment bank that delivers services and optimal financial solutions for corporate investors, financial companies, enterprises and public service corporations.

Mizuho Trust & Banking is Mizuho's trust banking arm for corporate and retail clients.

## 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 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.

### [www.vasco.com](http://www.vasco.com)

#### BRUSSELS (Europe)

phone: +32 2 609 97 00  
email: info-europe@vasco.com

#### BOSTON (North America)

phone: +1 508 366 3400  
email: info-usa@vasco.com

#### SYDNEY (Pacific)

phone: +61 2 8061 3700  
email: info-australia@vasco.com

#### SINGAPORE (Asia)

phone: +65 6323 0906  
email: info-asia@vasco.com