



FLEXIBLE SECURITY

Visana introduces a new personnel identity card

Swiss insurance company chooses AET's optimum IT security



Visana: Strong for you

Visana is one of Switzerland's leading health and accident insurance companies. At its head office in Bern, its more than 200 branches and 10 service centres, it employs a total of 1500 people. Visana insures people against the financial consequences of illness and accidents during both motherhood and old age. Visana also provides home, personal liability and building insurances. Under the motto "Strong for you", its portfolio is aimed at private and commercial clients. With the introduction of the new multi-functional employee identity card, Visana proves that its motto not only applies to its insured clients, but also within the company itself.



The challenge: Security & flexibility

The optimisation of IT security is the most important aim of the Swiss insurance company Visana. Increasing the user-friendliness for Visana employees occupied second place on the wish list of its project management.

As in most large companies, Visana's employees use the most diverse system and application platforms, such as SAP, intranet and various insurance applications. Each employee had to log on to and log off from all of these applications separately.

Where its employees were concerned, the administration of the ever-increasing access codes became more and more complicated, with the result that passwords were often forgotten, scribbled down somewhere or, for simplicity's sake, hacker-susceptible passwords were created.

In addition, the IT user service received an increasing number of queries regarding forgotten passwords, especially when the access codes also had to be changed on a regular basis.

An IT security solution that would obviate all of these problems and risks, but which would also guarantee a seamless integration with the existing processes, had to be established.

The solution: BlueX & SafeSign Identity Client

Based on extensive market and technical analysis, Visana chose BlueX for the Card Management System, with the

help of Trivadis, the Swiss provider of IT solutions and services.

"As an independent consultant, Trivadis AG was instructed by Visana to find the best, and obviously manufacturer-independent technology available in the market," Trivadis consultant Thomas Weber commented.

"The AET solution completely satisfied all of Visana's requirements. The new multi-functional employee ID card provides optimum IT security, copes effortlessly with time, access and canteen management, and is also very simple to use."

The multifunctional card

The employee ID card's previous functions such as timekeeping, access control, visual identification, canteen billing and vending machines were extended to include logical access, giving access to PCs and all the applications. The new employee ID card combines all these functions on a single chip card, a so-called hybrid card, which is a combined contactless and contact smart card.

The existing Kaba Legic System continues to manage the cards with regard to timekeeping, access and canteen management.

BlueX controls the entire process of issuing cards and the administration of new cards. Basically, BlueX controls the various aspects of a smart card operated company security system, namely people, cards, access authorisation, and

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certificates such as configuration and reports. From distributing, publishing, and recalling, to updating and renewing, BlueX supports Visana's entire cycle of digital identities, all the necessary existing processes are reflected in BlueX.



Flexible standard

As BlueX is able to support each and every change and internal upgrade, as well as each customising process without effort, integration was fast and seamless. BlueX is not a proprietary solution, but is based on standard inter-faces and complies with stipulations of CWA 14167-1.

Through a simple web interface, an authorised employee can easily and quickly issue and graphically personalise the chip cards, and manage the various certificates and keys.

A Secure Printing System was also included for Visana. While generating the cards, the BlueX system also creates the card-holder's required access data and links them to the Legic code of the employee ID card. In this way, employees first have to validate themselves at the printer before printing is authorised. This is a great advantage where confidential files are concerned, as it ensures that they do not fall into wrong hands.

Only one password for all applications

With the new chip-card based Single Sign-On System, every employee can access all applications they are entitled to access with just one password and their card.

Some of the applications require certificate-based access. Certificates are stored on the card with the aid of SafeSign Identity Client (IC), AET's widely used middleware, which, for instance, enables access to work stations, secure email and the intranet.

The solution is based on two-factor authentication, which consists of a combination of card ownership and PIN code recognition.

Employees only have to remember their PIN code. All they have to do at their PC is pass their new Company ID Card through the card reader. The PIN code is checked and subsequently access is provided to all the available systems.

Multiple certificates on one card

Visana's clients use certificates to access the insurance company's Internet Portal. As Visana's employees are generally also insured by their employer, their chip cards not only contain their employee certificates, but also their client certificate.

Future proof

At the beginning of 2005, Visana opted for the BlueX Card Management System and AET's SafeSign IC middleware, because combined with the high competence of Trivadis AG as system integrator, the health insurance company was convinced of the comprehensive functionality of these products.

Due to the successful operation of the project so far, Visana's project management is already thinking a step ahead to future applications such as secure Remote Access to the company's network for field operatives, and the deposition of disk storage encryption credentials for notebooks using the new employee ID card to ensure increased IT security at Visana.



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