



CASE STUDY

Swiss National Accident Insurance Fund takes the pain out of access management

Key Facts

- **Company**
Suva
- **Industry**
Insurance
- **Country**
Switzerland
- **Website**
www.suva.ch/

Challenges

- Existing identity and access management (IAM) solution comes to the end of its lifecycle
- Integration with SAP systems
- Cost of managing a complex IAM solution
- Finding a solution to future-proof IAM services

Results

- Reduced costs and increased access control
- Simplified management and boosted security
- Delivered smooth deployment with One Identity Services
- Ensured tight integration with existing SAP line-of-business applications
- Maximised productivity of development teams

Solutions

- [Identity Manager](#)
- [One Identity Services](#)

Instead of simply updating its existing identity and access management (IAM) solution, which was coming to the end of its lifecycle, Suva looked for an alternative that would be easier to manage, with lower costs. Suva also wanted a solution that integrated seamlessly with its SAP systems and could be supported by its Microsoft .NET development team.

The company chose Identity Manager from One Identity and worked with One Identity Services to ease deployment, while getting expert support as the IT team familiarised itself with the new solution. Today, Suva has gained the simplified management it aimed for — in addition to which it has reduced costs, increased security and accelerated development.

Headquartered in Lucerne, Suva — the Swiss National Accident Insurance Fund — is an independent company under public law that provides accident insurance for workers in Switzerland. Its policies offer financial protection against accidents both at work and at leisure, as well as against occupational diseases. Despite being publicly owned, Suva is self-funding and any profits are returned to customers through lower premiums.

Suva employs around 4,200 people across its headquarters, 18 offices and two rehabilitation clinics in Switzerland. The organisation has identified 700 different business roles, each of which requires access to a distinct set of applications. Each employee fulfils between three and eight of those business roles, and therefore needs access to all the applications associated with those roles.

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Sebastian Goodrick,
Head of Identity and Access Management, Suva

The goal: unify and simplify

The identity and access management (IAM) solution that Suva previously used to manage access to the applications was time-consuming and expensive to run. Sebastian Goodrick, head of identity and access management at Suva, says, “It wasn’t easy to operate because identity management and access management functions performed separately.”

When the IAM solution needed to be updated, Suva looked for alternatives. Key goals were to reduce management complexity and future-proof Suva’s IAM requirements. “We also needed a solution that integrated tightly with our SAP environment and could be developed in Microsoft .NET, for which we have a strong developer team,” Goodrick explains.

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IAM ease of deployment with One Identity Services

To streamline implementation, Suva engaged One Identity Services. “The role of One Identity Services was to help us build up our expertise in Identity Manager,” says Goodrick. “We didn’t know enough about the solution to push ahead with development. However, One Identity Services helped us make huge strides in increasing our knowledge during the implementation phase.”

“One Identity Services fit Suva’s requirements perfectly,” says Alexander Klink, practice manager for professional services EMEA at One Identity. “Through providing architecture guidance and ensuring that product customising and design were in line with product standards, we were able to streamline deployment for Suva.”



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**Sebastian Goodrick,
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Simplified management lowers spend on IAM

Suva expects significant savings after implementing Identity Manager over the coming months. “Within the next half-year, we’ll have registered a drop in operating costs with Identity Manager,” says Goodrick. “Our current estimate is a return on investment within four years.”

One reason for the expected savings is that Suva has moved IAM control to a small centralised team. In the past, the IAM solution comprised a number of dedicated management tools and was run by staff from several teams.

Identity Manager enhances developer productivity

The unification of access and identity management coupled with the automation in Identity Manager has simplified processes. Goodrick says, “We’re a lot more effective in how we manage access to our business roles with Identity Manager. What’s more, because Identity Manager is easier to use than our previous IAM solution, we can complete development work faster. Our developer team is more productive with Identity Manager.”

About One Identity

The One Identity family of identity and access management (IAM) solutions, offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management and privileged management.

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