



CASE STORY

René Graner, Credit Suisse



Let's talk about Security.

Initial situation.

Credit Suisse launched Direct Net, the first Internet banking solution in Switzerland, in 1997. Today, numerous other applications are available to customers, including Secure Mail, Direct Line and Direct Trade Finance.

Handling sensitive data with care in the field of online services is a key success factor for every financial service company. As a result, setting up and developing a suitable security infrastructure for the online offerings of Credit Suisse was – and still is – a real challenge. What's more, it is necessary to comply with national and international guidelines and legislation. Since launching its first online offerings, Credit Suisse has been collaborating with United Security Providers.

Implementation.

One important goal involved setting up secure, central access to the various applications. In addition, particular attention was paid to integrating the heterogeneous application environment in the best possible way. Following an in-depth evaluation, Credit Suisse chose United Security Providers as its partner for security integration. Since then, United Security Providers has supported Credit Suisse – with regard to everything from the bank's

security architecture to integrating an end-to-end solution – using the Secure Entry Server (SES) as a reverse proxy.

Using the Secure Entry Server protects the services that are offered, as well as the customer data involved, against possible attacks from the Internet. In addition, the SES allows heavy load to be distributed extremely effectively, therefore increasing the availability of the applications. As a result of using the SES, Credit Suisse quickly achieved the goals it set itself with regard to setting up an efficient security infrastructure for its online offerings.

Customer benefits.

The SES specializes in security aspects. Its tasks – interacting with and assuming responsibility for other systems – are clearly defined. The security architecture at Credit Suisse makes it possible to completely harmonize all the components involved, each of which uses a standardized interface from which the security tasks are delegated to the SES. This increases application security while at the same time standardizing and simplifying development.

End-to-end security and reverse proxy architectures of United Security Providers have been operated successfully by major companies for years. The SES reverse proxy solution is regularly enhanced in close collaboration with customers. In this respect, the roadmap philosophy of United Security Providers, 'Functionality Follows Customer', differentiates itself from the conventional approach, promoting active customer involvement in the solution evolution.

RENÉ GRANER Information
security is a top priority
for Credit Suisse.

Interview with René Graner, Web Security Engineering Manager at Credit Suisse



Question: What tipped the scales in favor of United Security Providers as the partner for security and application integration?

R. Graner: The SES security infrastructure, jointly developed by Credit Suisse and United Security Providers, has now become a component of the e-business architecture at Credit Suisse. The mutual trust resulting from this joint development, as well as from work on other projects, has been reinforced by the internal success of the security solution. Having worked on numerous joint projects, United Security Providers is in an excellent position to meet the needs of Credit Suisse and will be able to carry out any future developments speedily.

Question: How has collaboration with United Security Providers progressed over the past five years?

R. Graner: Before 2001, in other words during the Internet hype, projects were primarily shaped by drivers such as the 'time to market'. Since then, development has been more intensive with regard to project initialization and planning at Credit Suisse. The relationship between United Security Providers and Credit Suisse progressed during this time, with the result that we can now speak of a successful partnership.

Question: For what reasons did Credit Suisse choose the SES infrastructure as its strategic platform?

R. Graner: SES enables Credit Suisse to offer customers a high security standard in terms of its e-banking applications. What's more, United Security Providers is a competent security integration partner, implementing an attractive strategy with regard to using special solutions (Secure Entry Server). This makes it possible for Credit Suisse to use a 'specially engineered solution' while at the same time profiting from the life-cycle management (standardized maintenance and support agreements) for a standard product.

Thank you for this interview, Mr. Graner.

RENÉ GRANER Our tasks, which are often urgent and complex, can be carried out within a short space of time.



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