IAM with structure and strategy

Why CSS relies on NEXIS 4 as its platform for modern role management

Industry
Health insurance

Company size
~ 3,600 internal and external employees

Location
Luzern, Switzerland

About Customer:

As part of its identity management, CSS administers around 13,500 authorisations and manages around 5,000 digital identities, including technical, test and training accounts. The company has been using the NEXIS 4 identity governance and administration solution since 2019. Currently, CSS has mapped around 3,300 productive roles in NEXIS 4.

Challenge

CSS was faced with the task of integrating a large number of heterogeneous target systems into its existing IAM system (NetIQ) – including around 30 core applications and 15 smaller applications, each with its own individual requirements. Different attribute names made clean data cleansing essential. Complex systems such as SAP also required special solutions for non-standardised authorisation logic. At the same time, the highest security requirements had to be met – only roles that complied with the CIA principle (confidentiality, integrity, availability) as a central security requirement in authorisation management could be applied for in order to meet the security and compliance requirements in accordance with regulatory standards in the Swiss insurance industry. It was particularly urgent to replace manual recertification processes, which previously took up to five months.

- Heterogeneous systems with individual attribute logics

- High effort due to manual recertifications

- Strict security and compliance requirements

90%
of productive authorisations are managed via roles

3x quicker
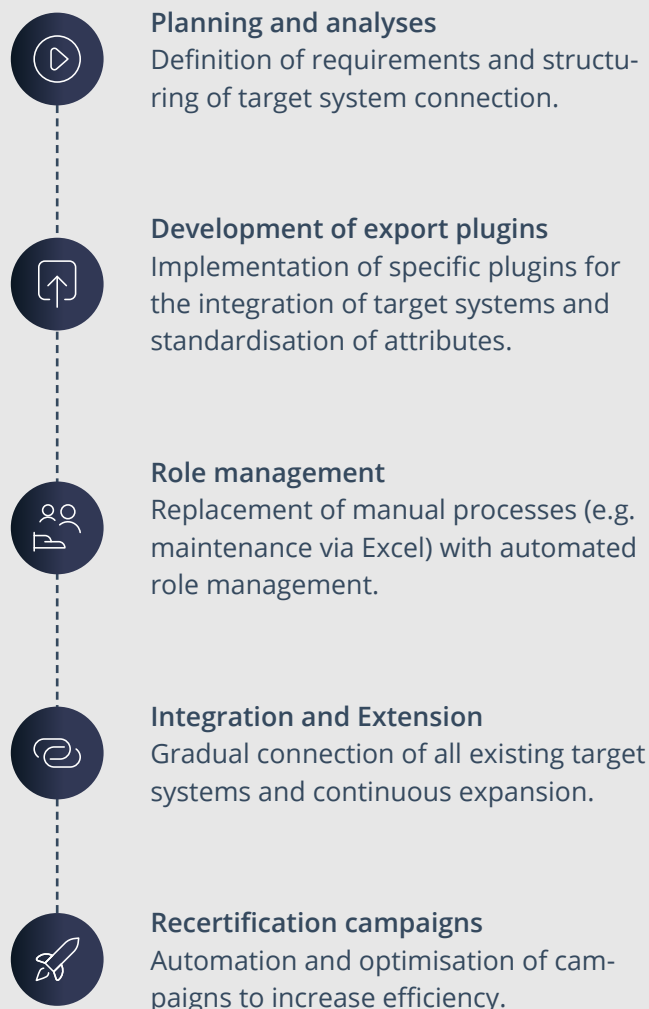Reduction of recertification period from 5 months to 8 weeks

> 3.300
Productive roles. Mapping of the entire role model in NEXIS 4

Solution

In order to efficiently integrate the target systems and reliably implement governance requirements, CSS decided to use NEXIS 4. The platform impressed with its ability to harmonise heterogeneous data sources via plugins and standardise complex attribute structures across systems. Together with Nexis, individual export plugins were developed to prepare and distribute IAM-relevant information in a targeted manner. At the same time, a role-based authorisation model with automated workflows was implemented. Today, around 90% of productive authorisations are covered by roles – including technical validation of security-related requirements. The recertification campaigns, which were previously carried out manually, have been completely digitised and significantly accelerated.

- **Standardisation via cross-system attribute plugins**

- **Export mechanisms for customised data distribution**

- **Automated recertification and role processes**

Project approach

Planning and analyses
Definition of requirements and structuring of target system connection.

Development of export plugins
Implementation of specific plugins for the integration of target systems and standardisation of attributes.

Role management
Replacement of manual processes (e.g. maintenance via Excel) with automated role management.

Integration and Extension
Gradual connection of all existing target systems and continuous expansion.

Recertification campaigns
Automation and optimisation of campaigns to increase efficiency.

'With NEXIS 4, we have not only automated our processes, but also created genuine transparency – across systems, roles and authorisations. The implementation was structured, solution-oriented and technically on par. NEXIS 4 has noticeably reduced our daily workload.'

Luca Schär, Identity- and Access Administrator, CSS

Success

With the introduction of NEXIS 4, CSS was able to optimise its authorisation management in the long term – both organisationally and technically. The platform not only enabled the automation of previously manual processes, but also significant scaling, better data quality and noticeably improved compliance. Role models, system access and recertifications are now **structured, audit-proof and efficient**.

Time savings:
Reduction in recertification time from five months to eight weeks

More transparency and traceability:
90% of permissions covered by a role-based model

User-friendly handling:
Enabling independent access management for all employees

Audit-ready:
Ensuring compliance through automated and traceable processes

User Lifecycle Management:
NEXIS 4 impressed as a lifecycle management tool, which will enable joiner, mover and leaver processes to be mapped more effectively in future.

About Nexis

Nexis offers intuitive software solutions for identity governance & analytics (IGA) and governance, risk & compliance (GRC).

With our zero-code solutions, we enable companies to gain full control over permissions with AI support, automate access rights governance, and simplify the management of roles and policies. Templates and optimised user guidance accelerate implementation while ensuring compliance with essential standards such as GDPR, NIS2 and DORA. User-oriented and customisable, Nexis solutions optimise processes, reduce costs and thus reflect continuously changing regulatory requirements.

Over 130 customers, including leading global companies such as banks, insurance companies and the automotive industry, trust Nexis to implement their IT security strategy and manage complex governance and compliance requirements.

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