

Equa bank: Automation of identity management

Equa bank, a Czech bank focused on personal and corporate banking, decided to automate identity management and replace manual processes with a modern IDM solution integrated with the Jira ticketing system. At the time of implementation (2018), the bank managed nearly 370,000 clients, operated 58 branches, and had hundreds of users with varying levels of access.



Initial situation

Identity management at the bank was inefficient, highly manual, and did not allow easy reconciliation of actual access rights.

Jira served as the central identity management tool. New hires, access provisioning, departures, and changes to rights and roles were logged as tickets and, with few exceptions, handled manually by IT administrators. When needed, the actual identity status had to be inferred from completed tickets.

Following auditors' recommendations, the bank decided to address the issue by tendering for an identity management system.

The Orchitech project team impressed us with their experience from previous projects and their expertise in IDM systems. Following a successful proof of concept, we decided to implement Equa bank's IDM solution with Orchitech.

— Jaroslav Tichý, IT security specialist, Raiffeisenbank

Key IDM Requirements

The requirements for the IDM system were clearly defined from the outset. The solution included:

- Integration with the existing Jira ticketing system
- Support for target systems
- Identity management
- Organisational structure management
- Workflow support
- Password management
- Audit and reporting

Also subsequent 3rd level technical support, regular security and functional updates, and preventive maintenance.

Solution and the product

Equa bank selected Orchitech as its implementation partner in part because we quickly delivered a Proof-of-concept directly in the bank's environment, integrating selected systems. Our proposed solution gave Equa bank confidence in our technical expertise and in the reliability and robustness of the Wren:IDM product.

The bank chose Wren:IDM for its ease of use, broad connector set, flexibility, and open-source nature. The implementation was preceded by a detailed analysis of the bank's environment.

Equa bank required deployment to its Kubernetes cluster, so we adapted the implementation to the bank's infrastructure standards.

Outcomes

Overall, **hundreds of identities and thousands of professions, positions, and roles** were migrated into the IDM system. The new solution delivered:

- easier and faster identity management;
- more secure and transparent identity lifecycle;
- automated approval workflows;
- reduced errors in creating new identities thanks to the "four-eyes principle".



Although our requirements were clearly defined from the outset, changes were inevitable, and Orchitech was always accommodating. We often arrived at better solutions together than those initially specified.

The implementation was carried out in phases, allowing the client to test features progressively and provide feedback. Any comments or suggestions were always addressed promptly and professionally.

Ultimately, the advantage of open source also became apparent, as it allowed the solution to be adapted for operation within our Kubernetes cluster.



— Jaroslav Tichý, IT security specialist, Raiffeisenbank

Our collaboration with Equa Bank demonstrates our ability to respond quickly to client needs and deliver high-quality solutions even in demanding banking environments.

About the client

Equa bank, a Czech bank providing personal and corporate banking services, became part of Raiffeisenbank at the end of 2022.

At the time of IDM implementation (2018), Equa bank operated 58 branches and served nearly 370,000 clients. The bank relied on a wide range of external banking, accounting, and other IT systems and data repositories. To maintain the highest standards, it was regularly subject to both internal and external audits.

About Orchitech

We specialize in the development and implementation of Identity & Access Management solutions. Our portfolio ranges from minimalist solutions to address immediate issues to robust systems that fully cover a company's processes.

We have been active in the market for over 18 years and have completed more than 100 projects for 50 clients in both the public and private sectors. Long-term partnerships, some spanning over 10 years, attest to our stability and reliability.