

Reimagine Digital Customer Experience and prevent Identity Fraud



Challenges faced by financial services due to digitization and current pandemic

- An increased adoption of virtual banking or digital branch experience has raised key challenges around frictionless onboarding of new customers with their proper identification and authentication
- Identity frauds are becoming common in banking industry where attackers use the weak authentication and authorization processes of banks to steal money
- Current pandemic situation makes it even more critical to strengthen the digital solutions to allow customers to engage seamlessly with the services offered by financial services organizations



How HCL can help you prevent the risk and challenges

HCL can help build and manage your digital identity utility for your users and consumers as 'authentication-as-a-platform' to enable secure digitization and customer experience. HCL solutions envisages two critical components:

Enhanced eKYC



Service Features

- Streamlined onboarding process for enhanced customer experience
- Authentication and authorization of consumer requests



Service Benefits

- Prevent identity fraud through strong authentication
- Stricter adherence to consumer privacy standards

Digital Transformation: Online Banking / financial services



Service Features

- Migration of legacy identity management solution to commercial platforms
- Customer identity management with next-generation strong authentication solution



Service Benefits

- Enhance risk posture by reducing threat surface area
- Eliminate identity fraud by enabling secure out-of-band communication channel

These HCL services can help meet compliance to major regulatory requirement, such as FFIEC, BASEL, FCA, NYDFS 500, MAS, MiFID, etc.



HCL success story and credentials



Success Story

Digital Identity Success Story

- An American multinational finance and insurance corporation with operations in more than 80 countries

Our Solution

- Digital Security Utility is an authentication-as-a-platform service, designed for end users, optimized for adoption, and enabled for increased protection of customers' perimeter was rolled out in record 8 months providing authentication and authorization to about 520,000 consumers

Solution Details

- Implemented the solution which took care of the authentication and authorization of internal and external users accessing the corporate portals as well as mobile applications (using API authentication)
- Implemented Federation SSO using SAML with 10+ sites onboarded into the SSO platform
- Design and implementation of the virtual directory server from ground up
- CIAM APIs used for policy and user management



CIAM Practice Credentials

HCL CIAM is a digitally transformed, customer experience oriented, and compelling scalable solution, developed by leveraging 12+ years of extensive experience in identity and access management domain. The solution is build using cloud-native computing, taking advantage of many modern techniques, including multi cloud, multitenant, microservices, CI/CD, agile, and dev-ops methodologies.

HCL solution is developed around key requirements of CIAM as below:

- Self-service registration and social registration
- Delegated administration
- Self-service account management
- Consent and privacy management
- Context-based authentication
- Risk or fraud detection
- Omni-channel support
- Single sign-on (SSO)
- Progressive profiling
- Analytics and reporting



Capability

- Over 50 architects and consultants
- Over 350 pool of specialized IAM development resources to address IAM customization and integration requirements.
- 10 of our biggest clients have been with us for over a decade, including several banks and financial institutions
- Strong and successful partnership with leading CIAM vendors



Scale and Maturity

- We have worked with dozens of global F500 to refresh/enhance IAM systems in-house and integrate with third-party solutions
- 5,000+ sites onboarded into SO platform giving authentication and authorization to 10M+ users
- 20,000+ applications integrated for complete identity and access management with customized reports based on customer needs
- Context-based authentication, consumer identity lifecycle management implemented for thousands of users on customer-facing global websites



Flexibility

- Our outcome-based pricing enables clients to pay for applications successfully deployed in production within pre-defined SLAs
- Our innovative commercial constructs offer clients flexible pricing based on application complexity, defined by our proprietary frameworks



HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

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