



Case Study: Arab National Bank

Overview

Country: Saudi Arabia
Industry: Banking

Customer Profile:
 Arab National Bank offers a full range of domestic and international commercial and Islamic products and services to the retail and corporate sectors.

Issue:
 Need to protect highly sensitive information, controlling both the access to that information and the content of the information once accessed

Solution:
 ANB choose secure2trust to control the access to and use of the content of their sensitive documents

Benefits:

- Easy of use
- Ease of implementation
- High levels of security

The environment

Arab National Bank (ANB) has a 1st quarter 2006 net income of SAR 621 million (nearly \$166 million) and plays a pivotal role in serving the Saudi Arabian economy, making steady progress over the past years in different areas of banking, enriching the customers' experience by offering a variety of innovative products through an expansive retail network. Arab National Bank offers a full range of domestic and international commercial products and services to the retail and corporate sectors. The Bank also offers investment, mutual funds and assets management, local and international equity trading, foreign exchange and treasury services.

ANB's employees create, work with and share sensitive information, internal company information and intellectual property, as well as customer information and account details. This information needs to be controlled in terms of who can access it and what can be done with the document after access.

It was recognised in the bank that there were key business units in which security of information was crucial. In these areas, ANB identified a need for high security applied to the digital assets created at the user level. It was also recognised that any security applied by end users to this documentation required control by the bank's IT administration in line with company security policies. In addition the solution needed to be easy to use, offer high levels of risk reduction and be cost effective: So the solution needed to be able to offer:

- ✔ Transparency in use to minimise end user training
- ✔ Flexibility to confer different types of security policies depending on the document and the user
- ✔ A number of authentication options, including active directory and digital certificates
- ✔ Strong but flexible, security controls on the content of documents including protection against third party screen capture programs

ANB researched the market for a product that would offer all of these benefits and decided after extensive evaluation to implement secure2trust enterprise rights management solution to achieve enforceable document security for the bank



Bruce Horvatt of ANB said that his favourite features offered by secure2trust were the “date restrictions: No open until and expire after” he also liked the transparent nature of accessing protected document when access was controlled using Active Directory membership at the corporate level and at the network level

Faisal Mughal of Absolute Solutions commented that “secure2trust can be installed and used very quickly and the flexible use of the product means that the company can develop document security policies around the product capabilities allowing a natural process of post implementation maturity, and security of digital asset”

Iftikhar Shahid of Absolute Solutions says, “the way security protocols have been packed by secure2trust has made the life of the document security administrator much easier than he can imagine.”

Adoption of the solution

ANB identified a number of business units that needed to implement controls over document access and usage. The areas identified were:

1. Internal Audit
2. Business Systems Development (BSD)
3. Service Delivery - Telecommunication
4. Service Delivery - Systems
5. Service Delivery - Management
6. Information Security
7. Compliance Office
8. Legal
9. Marketing

The central security unit, Information Security, will control use of secure2trust in each business unit. In this way, the bank can ensure that their document security policies are enforced, documents are always created with the correct protection applied and they can limit the intervention of their employees, thus reducing training.

The Saudi Arabian implementer Absolute Solutions successfully accomplished the implementation of secure2trust. Absolute Solutions have a proven record of delivering cost effective and robust IT solutions and are pioneers in the use of innovative technologies like secure2trust. Absolute Solutions have a deep understanding of the implementation of products of this nature in financial institutions and can offer local and personalised support.

The initial implementation of secure2trust in two departments took only 14 days. Moving ahead, all of the remaining business units listed above will soon have secure2trust deployed and can transparently secure documents as they are created and share them in the knowledge that the contents cannot be compromised. The creation of security policies around each document and each user/department will be approached in a holistic manner using secure2trust as the platform to suggest and enforce those policies.

Faisal Mughal of Absolute Solutions commented that “secure2trust can be installed and used very quickly and the flexible use of the product means that the company can develop document security policies around the product capabilities allowing a natural process of post implementation maturity”



Cost effective document security

secure2trust is a cost effective solution for any enterprise. The initial costs of the solution are one of the most competitive in the market. Having no overheads involving a server license or the maintenance of the users' document databases associated with its use, means that ANB can keep running costs to a minimum. In addition, secure2trust is being used at ANB in such a way that little or no end user intervention is required thereby removing any costs associated with end user training and downtime.

In terms of the actual pay back of using content control and security, figures related to loosing the integrity of intellectual property and leakage of proprietary financial models into competitors hands, is difficult to access but will be substantially higher than the initial software costs and overheads.

Security even outside of the corporate network

ANB can be confident that even if an employee accidentally sends sensitive information to an external person, this person will not be able to access the document or make use of its contents. However, secure2trust is flexible enough that if a protected document does need to be accessed by an authorised person outside of the network, such as an employee whilst travelling, then as long as that employee has the correct authentication, for example the correct digital certificate, then they will be able to transparently access the document, yet still be controlled in their use of the content.

An important facet of the product in ensuring confidentiality and retaining security of content is that even if the digital assets are sent or disclosed by a bank employee having limited access, or some external hacker who attempts to copy and use the content for some malicious purpose, the fundamental concepts of the product restrict his actions, so even if he opens it, he cannot copy it, print it, save as or, last but not least, he cannot take even screen prints of the document.

Avoco Secure

601 Montgomery Street
Suite 1100
San Francisco CA 94111

8 Clifford Street
London
W1S 2LQ

info@avocosecure.com

US: +1 415 839 9433
Europe: +44 (0) 1929 480 806

www.avocosecure.com

Absolute Solution

Canada Arles Mews
Mississauga, Ontario L5N 2N1
Canada

Voice/Fax/Data (001)8667227228
outside(001) 416 725 8112

Saudi Arabia
P.O. Box 29971
RIYADH 11467
Voice: 01-4927818
Fax: 01-4927305

info@ab-sol.net

