



## CASE STUDY

# Colombia Secures Citizens' Access to Financial Services with Gemalto Strong Authentication

To secure online access to pension accounts for millions of citizens, the Colombian government chose to implement cloud-based SafeNet Authentication Service.

### The Organization

Colombia's Fondo Nacional del Ahorro (FNA) is the Colombian Government Financial Institution established to facilitate loans to Colombian workers for house purchases. With more than 46 years' experience and 1.5 million users, the FNA operates to ensure the right of all Colombians to have housing and access to education. The FNA provides millions of citizens with a broad range of financial services, including retirement savings, loans, higher education financial support, and unemployment benefits.

### The Business Need

In order to enable citizens to securely access its services, FNA required a strong authentication solution that could secure millions of users, and could be implemented quickly and easily without significant changes to infrastructure or up-front costs. In addition, FNA needed an authentication solution that was intuitive and easy to use for its citizens.

### Challenge

In order to secure online access to national pension accounts and other services, FNA required a strong authentication solution with minimal infrastructure investment.

### Solution

Gemalto SafeNet Authentication Service is a cloud-based solution, so FNA was able to easily and quickly roll out two-factor authentication for millions of users.

### Benefit

Colombian citizens now enjoy the benefits of being able to access their pension accounts easily using SMS passcodes sent to their phones.

FNA searched for a strong authentication solution that delivered:

- > Rapid deployment
- > Cloud-based delivery
- > Ease of use for FNA account users
- > Integration capabilities with existing back-office systems
- > Global name recognition and brand trust

### The Solution

In Gemalto, FNA found a solution that met all their requirements, plus extra benefits. Gemalto's SafeNet Authentication Service provides secure, cloud-based multi-factor authentication when Colombian citizens log into their FNA accounts. After entering their online user name and password, FNA account holders receive a one-time password (OTP) via SMS text or email that they then enter online as a second form of user authentication and additional security to protect their online accounts.

**SafeNet Authentication Service** delivers fully-automated, highly secure and strong authentication with flexible token options that are tailored to the unique needs of each organization, substantially reducing the total cost of operation. With no infrastructure required, the service protects cloud-based and on-premises applications and data as well as corporate networks, identities and devices.

"We chose Gemalto because they are a leader in user authentication. Their cloud-based authentication solution met our goals to operate with no infrastructure costs and be highly automated. It was also very important that the SafeNet Authentication Service was very simple and easy to use for Fondo Nacional del Ahorro account users."

- Cesar Amar, Vice President of Technology at FNA

### The Benefits

As a cloud-based offering, SafeNet Authentication Service enabled the government of Colombia to rapidly deploy a highly-scalable authentication solution to support millions of users with no upfront capital expenditures.

The FNA IT organization placed a high priority on ease of use, integration capabilities and cloud-based delivery. SafeNet Authentication Service integrated easily with the FNA back-office systems, which simplifies enrolling new users, provisioning new tokens, and reporting. Colombian citizens are able to easily understand and adopt Gemalto's intuitive authentication process, which provides one-time passcodes via the users' own SMS or email messaging services. "It was very important that the SafeNet Authentication Service was very simple and easy to use for Fondo Nacional del Ahorro account users," said Cesar Amar, Vice President of Technology at FNA.

### About Gemalto's SafeNet Identity and Data Protection Solutions

Through its acquisition of SafeNet, Gemalto offers one of the most complete portfolios of enterprise security solutions in the world, enabling its customers to enjoy industry leading protection of data, digital identities, payments and transactions—from the edge to the core. Gemalto's newly expanded portfolio of SafeNet Identity and Data Protection solutions enables enterprises across many verticals, including major financial institutions and governments, to take a data-centric approach to security by utilizing innovative encryption methods, best-in-class crypto management techniques, and strong authentication and identity management solutions to protect what matters, where it matters. Through these solutions, Gemalto helps organizations achieve compliance with stringent data privacy regulations and ensure that sensitive corporate assets, customer information, and digital transactions are safe from exposure and manipulation in order to protect customer trust in an increasingly digital world.

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