

CONSULTING SERVICES

VASCO Professional Services consists of a number of standard modules. Considering that each project is unique, customers can also opt for a standard or a customized on-demand approach. VASCO's Professional Service offering is also complemented by consulting services. These services have been designed to help customers make the most of their investment. VASCO shares its expertise whether the customer is looking for information about current security challenges and threats or whether expertise is required before, during or after the implementation of an authentication project. VASCO's consulting offering consists of:

- Consulting before implementation: focusing on threats and defense mechanisms in e-banking security and best practices for strong authentication implementations in e-banking and mobile applications.
- Advice during implementation: consisting of specific product consulting deployment
- On demand consulting

A TAILORED SOLUTION TO YOUR NEEDS

VASCO has a wide range of back-end solutions and end-user devices to deploy large scale authentication projects in banks.

DIGIPASS

DIGIPASS is the VASCO product family of end user devices offering user authentication and e-signature functionality. VASCO DIGIPASS is available in a wide range of devices including hardware based one-button and PIN pad devices, card readers, PKI-based solutions, software based solutions and solutions for mobile phones.

IDENTIKEY SERVER

IDENTIKEY is VASCO's comprehensive authentication server for network and application security offering OTP and e-signature capability. IDENTIKEY is based on VASCO's core VACMAN technology and offers an authentication solution for several markets including Software as a Service (SaaS), e-gaming, online gambling, healthcare, automotive, e-banking and VPN access to corporate networks. IDENTIKEY can also be integrated by providers of managed services to offer authentication as a service.



VASCO Professional Services

Leveraging VASCO expertise to implement two factor authentication and e-signature in banking

The implementation of two-factor authentication has many facets: VASCO Professional Services have been designed to assist customers in the deployment of their authentication project. By sharing expertise we help our customers to minimize the challenges and maximize the results by providing them peace of mind throughout the deployment of the project.

Banks worldwide are increasingly offering their services online. This has caught the attention of online fraudsters who are using techniques such as phishing, farming and man-in-the-middle attacks to turn online transactions to their benefit. As world leader in strong authentication, VASCO offers a wide range of two-factor authentication and e-signature products and services to help banks worldwide in securing their online channels.

CHALLENGES IN IMPLEMENTING TWO FACTOR AUTHENTICATION

A bank is challenged in many ways when implementing a two-factor authentication project. Not only does a two-factor authentication project require a structured approach, it also touches upon various domains and requires input from various divisions within the bank to make the roll-out a success. The roll-out of a two-factor authentication project is not only about IT-security, it involves the input from other departments for example from marketing.

Marketing executives will require answers to the following questions: how can we brand authentication devices, how will we communicate with the end user, how will we manage the delivery of the devices to the end user, ... As a result, the implementation of a two-factor authentication project requires careful thought about project management, fulfillment, marketing, IT security, deployment, helpdesk support and many others.

TOWARDS SUCCESSFUL DEPLOYMENT

VASCO Professional Services brings many years of experience in the deployment of two-factor authentication projects to the table. It is our goal to help our banking customers in minimizing the challenges and maximizing the results. Every day we help our customers around the globe with the implementation of their authentication projects. Through our many years of expertise, we understand the challenges and help the customer to put their mind at ease. We can help them in confronting the many questions the project might evoke: how will we organize helpdesk support, how will we communicate the enhanced security to the end user, how will we organize our stock, how does authentication integrate into our application,...

INCREASE THE OVERALL SECURITY OF ONLINE CHANNELS

VASCO Professional Services is aimed at helping customers achieve increased security of their online channels according to their current needs. The VASCO experts will help customers in finding the best authentication solution fitting their needs while at the same time watching over the usability – ease-of-use for the end user, acceptance by the end user, ease of deployment – and the cost. The cost of an authentication project not only involves the initial cost of acquiring the software or hardware that is required, it also involves integration costs, training and helpdesk support, ... Our experts will assist you in defining the total cost of ownership throughout the complete lifecycle of the solution.



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Analyze

Integrate

Pilot

Deploy

ANALYSIS

During this first phase, VASCO experts will work together with the customer to define the requirements of the authentication project. The aim is to develop a blueprint for implementation.

During this phase, VASCO can provide customers with:

- An overview of e-banking security threats and defense mechanisms
- An overview of authentication technology
- Design workshops tailored to your authentication needs
- Share best practices
- Share information about customization options and provisioning solutions

We offer a packaged solution:

- Two-factor authentication for mobile applications: a module providing advice on how to successfully deploy mobile authentication
- IDENTIKEY Server large deployment module

INTEGRATION

During the 2nd phase, VASCO assists the customer with the actual integration of IDENTIKEY Server.

We assist the customer with:

- Training, installation, and integration support
- Validation of the integration
- Choosing the right parameters for the DIGIPASS and IDENTIKEY Server
- Key management

We offer a number of packaged solutions, including:

- IDENTIKEY Server Integration Validation
- DIGIPASS Parameterization
- IDENTIKEY Server Time Window Parameterization
- Key management consulting
- IDENTIKEY Server Installation Package
- IDENTIKEY Server Integration Package
- IDENTIKEY Server Provisioning Package

PILOT

The pilot phase can cover various activities ranging from a proof of concept with a limited (10 – 100) number of users, a pilot with a selected audience (100-1000 users) or projects with larger audiences.

VASCO is assisting the customer with:

- Best practices for testing
- Help with troubleshooting
- On-site support

DEPLOYMENT

During the deployment phase we assist customers in the roll-out towards the end user.

We can assist the customer with:

- Best practices for testing
- Help with troubleshooting
- On-site support
- Helpdesk optimization
- Marketing
- Distribution
- Helpdesk support
- Refurbishment

OUR METHODOLOGY

VASCO Professional Services have been designed to give customers peace of mind when implementing two-factor authentication and e-signature projects. Throughout the authentication projects our experts will be at the customer's disposal. They will share VASCO's many years of expertise in deploying two-factor authentication and e-signature projects. They are responsible for the deployment of some of the largest and most complex authentication projects in the financial industry.

Our experts will: manage your authentication project, help you with technology choices, provide advice on marketing strategy, integrate the application, manage the fulfillment and stock, and organize your helpdesk support. In doing so, we will use the VASCO proven 4-step methodology, taking the customer from a generic security enhancement objective through to a tailored deployment fitting the customer's specific security needs.

Our professional services offering is built around our methodology. It involves 4 major steps; during each of these steps a number of answers will be given. VASCO will lead the customer through the project, focusing on knowledge sharing and information transfer to the customer. Our methodology ensures that every step is documented so customers can consult and reproduce once operational. For each of the steps, VASCO developed a number of packaged offerings.

OUR APPROACH

VASCO can work with the customer in many ways. Either we support the customer directly for the integration and deployment of a two-factor authentication project. Or, we can work with an integration partner. Whether it is a VASCO integration partner or a partner the customer is already working with, we can assist them in the deployment of the authentication project. The integration partner might not have all the expertise when it comes down to an authentication project: VASCO can work alongside with them, take an active role in the project team and take full responsibility over the implementation of the authentication project.

Our solutions have been designed in such a way that they natively integrate into a large number of applications from other technology providers. With the DIGIPASS Ready label, we can guarantee that VASCO authentication solutions work together with existing banking applications.