



Arcot software was the perfect choice for Swedbank's new ebank launch in Luxembourg

SUCCESS STORY

Challenge

- Ensure secure and efficient online user experience.
- Find a software solution usable on any device.
- Maintain a competitive advantage.

Solution

Swedbank were looking for a secure and efficient method of authenticating their customers wherever they are and whatever device they use. Claude Fandel, head of IT at Swedbank (Luxembourg) wasted no time in selecting Arcot.

Result

Swedbank found Arcot's WebFort software extremely easy to install and deploy. They found the interface intuitive and self-explanatory allowing for ease of use. Swedbank is looking forward to enhancing and developing the ebank's services following its successful launch.

Swedbank

Swedbank (Luxembourg) SA is a wholly owned subsidiary of Foreningssparbanken AB (publ), one of the largest banking groups in their Nordic area.

Swedbank's operations in Luxembourg, specialising in private banking services, are based on the requirements of its domestic private client when moving out of and living outside Sweden. The bank also provides administrative services to Robur International Sicav. Their ambition is to be the best option for Swedish expatriates and a very good alternative for other Scandinavians regarding savings, investments and portfolio management, by combining flexible products and active personal service and new technology.

Problem

It is widely recognized that the Scandinavians lead the way when it comes to trading on the Internet, so Swedbank had to ensure that their proposition was sophisticated and superior to the current alternatives. The ebank, launched in summer 2001, provides a comprehensive list of investment services, including:

- Stock exchange data from around the world (phase 2)
- Information on client portfolios
- Valuations
- Trading facilities
- Withdrawal facilities

Solution

The services are available over Internet and on WAP phones (phase 2) and Swedbank expects 55-60% of its customers to use these new services. The bank attracts the best qualified staff by being known for creativity, competence, and stability and taking responsibility. By combining flexible products and new IT-developments, it offers its clients a very high level of service.

Clearly Swedbank were looking for a secure and efficient method of authenticating their customers wherever they are and whatever device they use. Claude Fandel, head of IT at Swedbank (Luxembourg) wasted no time in selecting Arcot.

"The project was initiated in mid 2000 with a planned launch in just 12 months." says Claude. "We soon dismissed the option of using a smartcard solution as being too expensive and too complicated to deploy for such a widely spread client base. So, we searched for a software solution that could provide the same level of security. Arcot was the only provider that could offer this. What we have now is a truly versatile solution that offers secure authentication of mobile customers over the Internet and WAP phones."

Benefits

Customers of Swedbank's new ebank will simply download their ArcotID from wherever they are at any time, and gain access to the very latest stock exchange movements around the world. Staff of the bank will use the same system and will also use their own ArcotID when they work remotely. If all goes according to business plan, this pilot project will be rolled out in Sweden where currently 1.2 million customers are using tokens.

The Software applications and tools supporting this new ebank launch were developed with Financial Objects in London using a MicrosoftSQL server and an AS400 database underpinning a combination of Vb script, Java Script and Active HTML. The AS400 database is

SWEDBANK CHOOSES ARCOT FOR SECURE EBANK LAUNCH



Arcot's WebFort was the perfect solution for Swedbank, who were looking for a secure and efficient way of authentication for their e-bank.

mirrored into the SQL server and clients can access it via the Internet following authentication process. The application server then contacts the SQL server and channels any transactions into the AS400 database which in turn, after processing, mirrors them back to the SQL server. It is a fully tailored and unique solution that sees Swedbank's new ebank ahead of the rest.

Result

Claude Fandel and his team have many more plans to enhance and develop the ebank's services following its successful launch: "One of our key objectives is to give our customers the fastest access to data on which to make their investment decisions," he says. "We will soon move to a system that allows real time trading, although that will mean some careful risk

management to insure our own position in the FX markets worldwide. We are also keen to introduce browser-based banking services early next year."

Swedebank has found Arcot's WebFort software extremely easy to install and deploy. "It is a well built system and I have been impressed with the graphics interface," says Claude. "It is intuitive and self-explanatory allowing ease of use. Arcot's Technical Support team has been of a very high standard and the team has a sound technical knowledge. In short, it is simply the best solution that meets our needs exactly."

www.swedbank.com

For more information visit www.arcot.com.

About Arcot

Arcot is the cloud authentication leader. Our fraud prevention, strong authentication, and e-Document security solutions make Web transactions and online access safe for millions of consumer, enterprise, and e-Commerce users.

Organizations can transparently deploy stronger authentication and allow users to conveniently authenticate from any computer or mobile device. Arcot solutions deliver the right balance of cost, convenience and strength.

For more information, please visit www.Arcot.com, email sales@arcot.com, or contact your nearest sales office:

Corporate Headquarters, U.S.

Arcot Systems, Inc.
Ph: +1 408 969 6100

United Kingdom

Arcot International
Ph: +44 118 965 7998

Germany

Arcot Deutschland GmbH
Ph: +49 8157 997793

India

Arcot R&D Software Private Ltd
Ph: +91 80 6660 2745



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