



## CUSTOMER STORY

### CHALLENGES

- Ensure that user access to sensitive customer information is properly governed
- Reduce information access-related business risks to revenue and brand/reputation
- Replace error-prone manual process and tools (e-mail and spreadsheets) used for access governance
- Ensure continuous management of more than 1,800 constantly changing roles
- Protect the company's brand and leverage good security governance as a competitive advantage

### SOLUTION

- Aveksa Compliance Manager and Aveksa Role Manager
- Enforce access policies in a consistent fashion across the entire company
- Remediate entitlement rights violations and mitigate access related risk
- Automate and streamline the access review and certification process
- Improve the efficiency of access delivery, and better manage user access change



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## CIGNA Establishes Scalable, Reliable Access Governance with Aveksa

CIGNA Corporation and its subsidiaries constitute one of the largest publicly-owned employee benefits organizations in the United States and throughout the world. Its subsidiaries are major providers of employee benefits offered through the workplace, with products and services including health care, group life, accident and disability insurance, dental, vision, behavioral health, and pharmacy. CIGNA's IT network has 28,000 users with approximately 200,000 user IDs, over 300 applications, and millions of entitlements.

CIGNA must comply with a variety of regulatory mandates including HIPAA and SOX. But the organization's concerns about access-related risk management go well beyond compliance issues: its customers rely on the company to protect the confidentiality of their personal data. Safeguarding that information and maintaining the trust of its customers is a mission-critical responsibility. Its brand depends on protecting the confidentiality of customer data, and its track record for keeping that information secure is viewed by the company as a competitive differentiator.

CIGNA had made progress toward improving its access control procedures by deploying a roles-based access control system, but realized that more automation was needed to ensure that all user access was limited to what each user actually needed to perform his or her job and that any SOD violations were identified and eliminated.

Access governance procedures were, at first, largely manual and spreadsheet-based. As the initiative expanded to meet the enterprise's requirements, the IT Security team realized that these manual systems could not scale, and recognized that many of the access requests were for out-of-role entitlements that increased their burden.

Much of that burden fell on business managers responsible for maintaining role definitions and assignments and for access certification. The company's IT Security team determined that it needed a reliable and repeatable workflow tool that would be simple and business-friendly enough to be sustainable.

### **Aveksa Compliance Manager & Aveksa Role Manager: A Comprehensive, Automated Access Governance Platform**

CIGNA has since deployed Aveksa Compliance Manager and Aveksa Role Manager. Through the Aveksa solutions, the organization's IT Security team now has:

- The ability to understand who has access across all information resources and entitlements, how they got it, and who authorized it
- An automated approach for review and certification of all employees', contractors', and consultants' access to privileged information, either by a supervisor or an application owner
- Confirmation that privileges have been granted or revoked as directed by the system
- Proactive role definition and management through an automated, sustainable system

With Aveksa solutions, CIGNA is assured of effective and automated access governance across the organization. The Aveksa platform presents entitlement reviews for certification of user access to information systems in a manner that is understandable by business managers and also provides evidence of compliance.