**IBM**

# *Siam Commercial Bank*

**Synopsis:**     *A bank in Bangkok increases employee productivity while reducing operating costs when it works with IBM and IBM Business Partner Metro Systems Corp. to implement IBM Tivoli Access Manager for Enterprise Single Sign-On V8.1 software*

**Location:**     Bangkok, Thailand

**Industry:**     Banking

**URL:**     http://www.scb.co.th/en/home

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**Client Background:**

Founded in 1904 and based in Bangkok, Siam Commercial Bank is the third-largest commercial bank in Thailand. It provides a full range of financial services, including corporate and personal lending, retail and wholesale banking, foreign currency operations, international trade financing, cash management, custodial services, credit and charge card services, and investment banking services - all through its head office and extensive branch network.

**Business Need:**

Employees at Siam Commercial Bank were having issues managing numerous passwords for accessing internal applications. This caused many passwords to be lost, which overwhelmed the administration team and accounted for approximately 50 percent of its daily workload. In addition, users were prone to use the same password in many applications, which put the company at risk of identity theft and fraud.

Siam Commercial Bank needed a solution to help its staff members manage their passwords in order to reduce administration workload and the risk of fraud.

**Solution:**

With help from IBM, Siam Commercial Bank installed IBM Tivoli Access Manager for Enterprise Single Sign-On V8.1 software. This solution provided the client with one username and password for many applications and supported up to 15,000 users. The implementation required no change to the existing infrastructure with group-based policies and integrated seamlessly with the client's existing Master Sequencer directory. In addition, the software allows users to self-reset their own passwords, reducing the workload on IT administrators.

IBM Business Partner Metro Systems Corp. functioned as the system integrator, project manager and implementer in this solution.

**Benefits of the Solution:**

By tapping IBM Business Partner Metro Systems Corp. to implement IBM Tivoli Access Manager for Enterprise Single Sign-On software, Siam Commercial Bank gained security controls and forensics. Further, the solution increased the productivity of both users and the IT administration team, because they spend less time dealing with password loss and resets. Overall, the client noted that the solution also improved customer service quality and reduced operating costs.