

Japan Co-op Co-operative Association



The Digitization of Proposal Materials on 7,800 Users is Supported by Soliton SecureBrowser and SSO/ID Management Products

TOPIC

- 1 Desire to have safe access to Web-published product material and systems
- 2 Desire to reduce the inconvenience and operational burden associated with the increase of content and the number of users
- 3 Desire to solve multiple issues related to secure WEB access

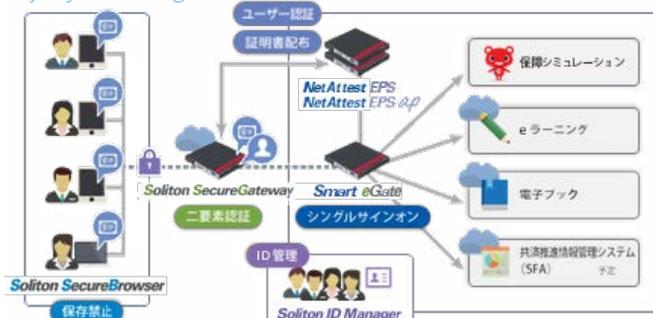
INTRODUCTION RESULTS

- Introduction of a secure browser that is safe and convenient with no need for MDM or VPN
- Introduced single-sign-on and ID/rights management solutions
- Every product from one company, Soliton, solves the respective problems

Japan Co-op Co-operative Association Image Illustration

A co-operative agent accesses a work system from an iPad provided by the co-operative department for each Co-op member. The iPad has SecureBrowser installed, which is a system that can browse the files of a Web app and the data cache is automatically deleted. Also, two factor authentication is possible using a certificate distributed by NetAttest EPS through a dedicated Gateway. This resulted in increasing security without reducing the convenience of the co-operative agent. Introducing Smart eGate made ID / password input unnecessary when logging in to each of the contents. In addition, it supports ID Manager for ID management which has an increased administrative burden with the content enhancement. This gives a system that doesn't increase the administrative cost, even when the content and co-operative agent use is increased.

Safe system usage with a secure browser



USER PROFILE

Supporting Tomorrow's Living

CO-OP CO-OPERATIVE Japan Co-op Co-operative Association

Headquarters: Co-op Co-operative Plaza,
4-1-13 Sendagaya, Shibuya, Tokyo, Japan
URL: <http://coopkyosai.coop>

This is an association dedicated to the co-operative business, which was jointly established by Co-op in Japan and the Japanese Consumers' Co-operative Union. "Co-operative" is a mutual assistance system where the members of the Co-op pay premiums that accumulate in case there is any sickness, disability, death and fire, etc. in our daily life, in which case a amount pre-determined will be paid from there. Insurance products (co-operative) are available at 149 Co-ops in Japan (March 20, 2017).

Digitization and internetization of business materials for improving customer satisfaction

The “Japan Co-op Co-operative” (hereafter called “Co-op kyosai”) Association provides Co-op mutual aid. Popular and trusted Co-op kyosai insurance products ranked 1st for 4 years in a row in customer satisfaction in the 2016 “JCSI (Japanese Customer Satisfaction Index)” Life Insurance Section, which is the largest customer satisfaction survey in Japan. The insurance products they deal with are developed based on member feedback, providing enhanced insurance details, easy-to-understand premiums, and quick payment of the co-operative amount in case anything happens. In addition to these three, the existence of “co-operative agent” who introduces their insurance products, supports a high rating from the customers (= Co-op members). The Co-op agent, who is a counselling advisor for Association members wishing to join the Co-op kyosai, is required to have detailed product knowledge to support any problems. Therefore, Co-op kyosai is making a great effort to spread knowledge of the kyosai membership to further improve the customer satisfaction. Among the efforts for improving customer satisfaction, the need and the requests for “digitization or internetization of paper documents” is increasing. With paper documents, the kyosai agents had to carry heavy pamphlets for the products they would introduce, and they have to come back to the office if they ran out. Also, the documents were only for individuals and it was hard to support other household members wanting to join. Furthermore, there has been a trend in the whole insurance industry of streamlining the

agent work with document digitization, leading to a service improvement. With such needs, a project of digitization and internetization of the documents started from 2015.

▲ Points

- Eliminates the inconvenience of carrying materials
- Full recommendation for multiple family member enrollment which was difficult to do with a paper base
- Trend of digitization overall in the insurance industry

The challenge is to balance information leakage prevention with convenience

The three things we will be using to explain the security plan for digitization and internetization are; the “insurance plan simulation”, the “insurance plan catalogue” and the “Training material for co-operative agents to study the products.” It is a system where these documents are digitized or internetized, then each of the files or Web pages are accessed from an iPad distributed to kyosai agents. In achieving this system, one challenge was prevention of information leakage. The personal information which absolutely must not be leaked is name, age, family structure and health condition, etc. which are asked of the members when proposing an insurance plan. Being able to confirm such information at a visit, or in the car when traveling, increases the responsiveness for the inquiries from the members, on the other hand having demerits of difficulty to manage for the information system department and risk of leakage are increased. We decided to introduce products that ensure the security without losing the convenience for Co-op agents; “Soliton SecureBrowser” achieving safe Web

access and “NetAttest EPS” network authentication appliance, provided by Soliton Systems.

▲ Points

- Handling of personal information that absolutely must not be leaked,
- Security with convenience

Security and convenience without using MDM and VPN

“Originally, we were considering introducing either MDM (Mobile Device Management) or Soliton SecureBrowser. However, specifying an MDM and having each Co-op Kyosai install it is not realistic for each of the Co-op members who obtain an iPad to manage, therefore it was disregarded. By using a combination of Soliton SecureBrowser and NetAttest EPS, we were able to have a system that increases security, while not losing the convenience,” said Mr. Shigeki Nakayama, of the Co-op Co-operative Association Headquarters IT Promotion Office, Web Systems Development Group which was in charge of the introduction and operation of each product in this project.



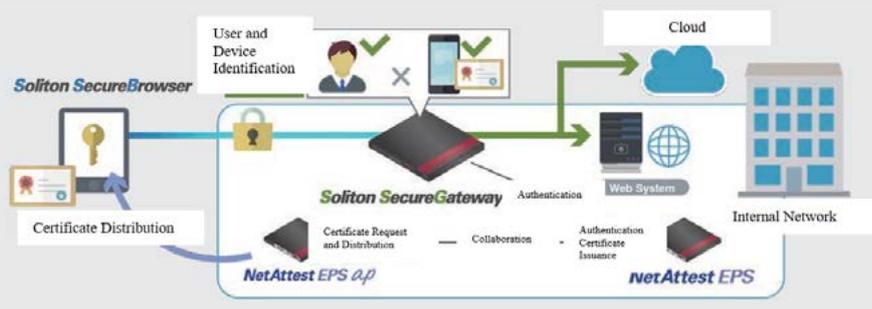
Japan Co-op Co-operative Association Business Headquarters IT Promotion Office Web Systems Development Group
Shigeki Nakayama

By browsing the various content with the Soliton SecureBrowser, the browsed file and data cache are automatically deleted and the data used for business is not left on the iPad itself.

SecureBrowser accesses the cloud and internal Web system through a dedicated gateway, and browsing data and files are not left on the terminals. Furthermore, it is easy to achieve terminal authentication with electronic certification and application and distribution of electronic certification when combined with NetAttest EPS.

INSTALLATION PRODUCT INTRODUCTION

Soliton SecureBrowser NetAttest EPS



Normally, when communication is done by using a VPN, there are several steps required, such as first connecting to the VPN, clicking on the browser, entering the ID / password for authentication, then accessing the various content. However, with the VPN built in to the Soliton SecureBrowser, just starting the browser and authentication is sufficient.

The Co-op Kyosai uses a combination of NetAttest EPS for two factor authentication with digital certification to ensure the security. Mr. Ryosuke Uetake from the group who was in charge of the introduction and operation along with Mr. Nakayama, evaluated the effect of the Soliton SecureBrowser introduction as follows. "The Soliton SecureBrowser was greatly helpful in the sense of eliminating uncertainties from the users using the iPad. Depending on the Kyosai department of each Co-op member which we introduced, iPads were used for other than proposing work of insurance products or training.

With the Soliton SecureBrowser installed, we can have a system where confidential information such as insurance product details that we are proposing don't leak through other content, so they can have peace of mind when using it."



*Japan Co-op Co-operative Association
Business Headquarters
IT Promotion Office
Web Systems
Development Group
Ryosuke Uetake*

▲ Points

- What they're looking for is not MDM
- With VPN, you lose convenience
- The terminal used needs to be specified
- Advanced security and user friendly SecureBrowser

The "Smart eGate" achieving SSO by just installing it on the network. The "Soliton ID Manager" consolidates ID and authorization information with a cloud and on-premise application. With a combination of these, user convenience improved, authentication was strengthened with two factor authentication and operation automation was achieved.

Establish data safety from devices that are not managed

The Co-op Kyosai can't manage the iPads that are managed by the Co-op Kyosai department of each of the members. For that reason, there was the challenge and difficulty of always maintaining the conditions which the Co-op Kyosai considered optimal and secure. They say, with the Soliton SecureBrowser installed, being able to maintain the optimal and secure conditions without the Co-op Kyosai managing them has a big merit for both the Co-op Kyosai department members who use the iPads for business and the Co-op Kyosai that is promoting the iPad usage.

Because the dedicated file viewer is built-in with the Soliton SecureBrowser, they were able to establish a system that can show the results of insurance plan simulation at the site when they visit a member's home. Of course, the data for the file that is displayed is not left on the iPad, nor are copies made. Therefore, browsing the files to printing with a mobile printer is possible while maintaining the security, and there are kyosai agents who are utilizing this system leading to membership proposals.

Management cost decreases while increasing users and content used

There were 250 original users when this project started. The content available was training materials for the Kyosai agents who used e-learning to study the products and "insurance plan catalogue" in electronic book form. Web browsing the "insurance plan simulation" became available in

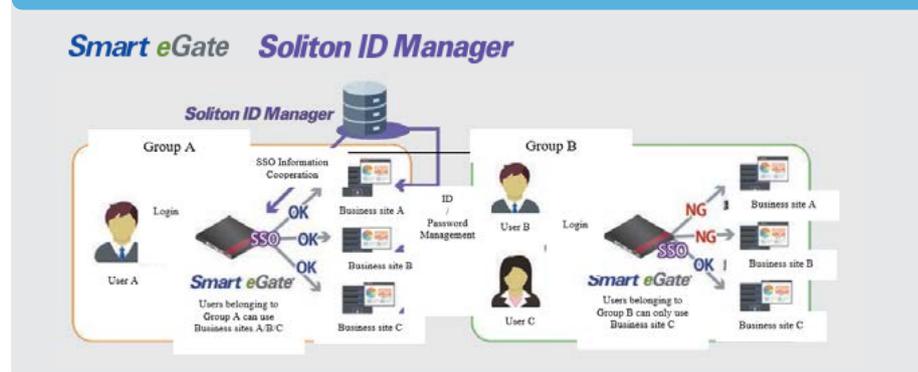
June 2016 and the number of users also steadily increased. A challenge discovered based on this was the step of ID / authorization management and operation to login for each content. With the increase of available content, an extra step was created to enter ID / password login each time, and the convenience for the users decreased. In order to solve these challenges, the "Smart eGate" on-premise Single Sign On (hereafter called "SSO") system was introduced. With the introduction of the Smart eGate, multiple systems login became possible with one user ID / password. And, the "Soliton ID Manager" was introduced to solve the challenge of ID / authorization management and operation.

Before its introduction, managing 1300 accounts was necessary for each of the contents used, including insurance plan simulation app, electronic books, e-learning, etc. With the Soliton ID Manager, integrated management became possible with ID life cycle management and access authorization of information assets. Based on organization attributes such as department, title, duties, etc., creation of accounts and allocation rules for access authorization to information assets can be automatically defined, and quick support for personnel changes is possible.

"Without the Soliton ID Manager, we would have to manage and maintain 7,800 users for the 6 systems which we are currently introducing.

Smart eGate		Business site A		Business site B		Business site C	
ID	Password	ID	Password	ID	Password	ID	Password
User A	(AD cooperation)	*****	*****	*****	*****	*****	*****
User B	*****	*****	*****	*****	*****	*****	*****
User C	*****	*****	*****	*****	*****	*****	*****

INSTALLATION PRODUCT INTRODUCTION



We had a plan to introduce the Kyosai promotion information management system (SFA), which would increase our management cost even more. The Soliton ID Manager that was introduced allows for batch management which significantly reduced our load. I think it is easier to plan a project because we have increased flexibility, even with added content.” (Mr. Nakayama)

▲ Points

- Single Sign On becomes necessary with the increase in content
- Identity and authority management and operation are challenges with increasing users
- Each of the challenges is solved with the Soliton products

A system where more flexible insurance proposals are possible

Mr. Kenkichi Maeda from the Promotion Planning Group of Kyosan Promotion Headquarters Promotion Planning Department talks about his reaction to this project as follows.

“When the internetization of insurance plan simulations became possible, making insurance recommendations became easier for the whole family, which helps the whole household of the members.

Because of this reason, we hear comments that they are more effective

helping the Co-op members. We would like to expand the usage of the system in the future for insurance proposals for the whole family that match the policy of Co-op Kyosai.”

He says that they are going to continue to improve by expanding its usage.



Japan Co-op
Co-operative Association
Cooperative Promotion
Headquarters Promotion
Planning Department
Promotion Planning
Group
Mr. Kenkichi Maeda

▲ Points

- Started to have multiple enrollment of family members
- Seriously considered a system where previous contract details are confirmed from outside the office

Our security concerns were able to be solved by only one company

Mr. Masato Sakakibara, Manager of the Group talked about his vision for the future as follows. “We are not able to process the contract procedures from application to completion with just an iPad with the current system yet. I think I want to improve this point so that we will be able to complete this on just an iPad.

We are aiming to be able to confirm the past contract information, which is a request from the the kyosai department of each Co-op member, making more



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comprehensive insurance proposals.” All of the products which are necessary for digitization and internetization of the various content at this time, SecureBrowser and the digital certification distribution tool which achieves secure access, SSO which is essential for improvement of user convenience, and an ID management system which decreases the operation load for the system manager, are Soliton Systems products. We feel that they deliver the project smoothly, making it able to complete it in one stop, from consultation to introduction, operation and improvement. Furthermore, because all of these products are developed by Soliton Systems, we get flexible support for the detailed requests for each product.

Soliton Systems have developed a wide range of their own products to support various requests. They are able to make seamless and quick recommendations for the future, utilizing the strength of ability to solve concerns for IT security with one company.



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