



CASE STUDY

Bank Simpanan Nasional (BSN): A Multi-Factor Authentication (MFA) Success Story



Client Overview:

The Bank Simpanan Nasional (BSN), a government-owned financial institution headquartered in Malaysia, has long been dedicated to offering comprehensive banking services for Malaysians from all walks of life. With an extensive network of 390 branches and a commitment to Financial Inclusion, BSN serves around 5 million customers nationwide.

The Challenge and Solution:

As the landscape of digital banking continues to evolve, BSN recognizes the urgency of enhancing its security measures for online transactions. Adopting Multi-Factor Authentication (MFA) became crucial to address this imperative. MFA not only aligns with regulatory requirements but also responds to the escalating demand for more robust and secure authentication methods.

Why i-Sprint?

In seeking a partner to drive the implementation of MFA, BSN turned to i-Sprint Innovations. Renowned for its expertise in authentication solutions and compliance-ready offerings, i-Sprint's AccessMatrix™ Universal Authentication Server (UAS) was deemed an ideal fit. The flexibility and versatility of UAS, coupled with its unified framework, aligned perfectly with BSN's needs.

Implementation and Achievements:

The journey commenced with the deployment of AccessMatrix UAS, the cornerstone of BSN's enhanced security infrastructure for Internet Banking Services. In tandem with this, the YESsafe Mobile Token SDK found its place within BSN's standalone token app. This integration brought forth a simplified yet robust approach to authentication, empowering users with high-value transaction authorization through "Push Notification." Furthermore, implementing YESsafe AppProtect+ ushered in comprehensive mobile app shielding, safeguarding against runtime and at-rest attacks.

BSN Requirements :

To ensure compliance with the regulatory directives, BSN required

- A multi-factor authentication internet banking access.
- A mobile token-based authentication system using OTP and push notifications

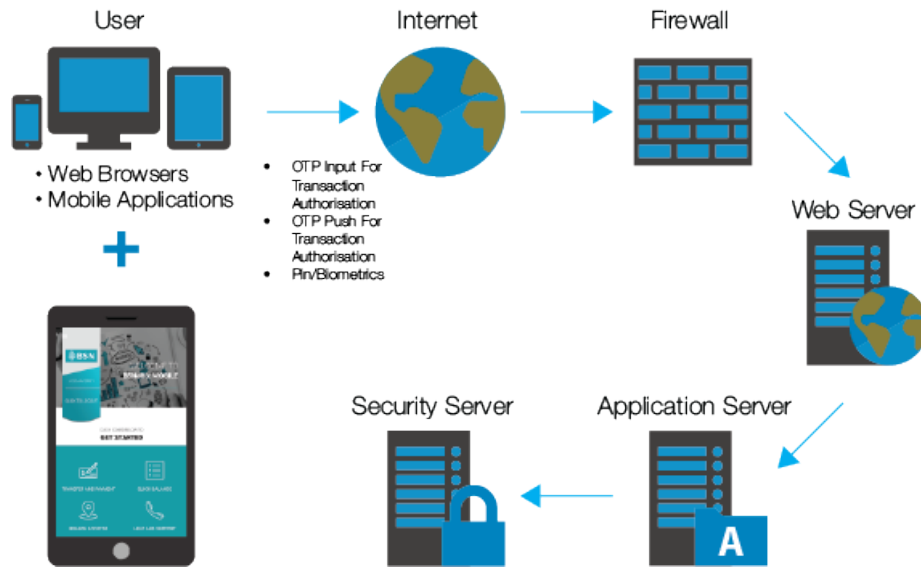
Thanks to i-Sprint's Solution:

- Stringent regulatory requirements set by the Central Bank were met with our compliance-ready solution with proven success across ASEAN nations.
- Replaced SMS OTP with more secure mobile token authentication
- Provide Multi-layered protection that fortified BSN's mobile apps against advanced malware threats.
- Enhanced user experiences were evident as authentication processes became streamlined and accessible.
- Rapid adoption was witnessed as up to 600,000 users activated mobile token authentication within a month.
- Customer confidence soared, bolstering trust in mobile banking transactions and promoting a positive customer experience.

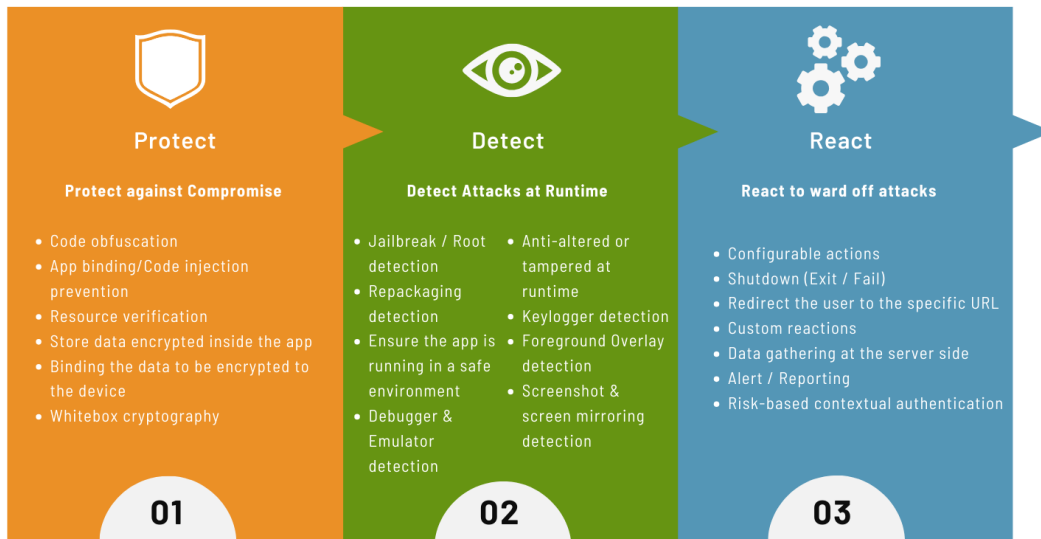
In response, BSN has necessitated a mobile security solution to fortify the protection of its mobile banking application both during runtime and while at rest, ensuring the secure handling of data associated with the mobile application.

This collaborative endeavour between i-Sprint and BSN symbolizes the convergence of expertise and innovation to overcome challenges. As a result, consumers enjoy a secure, compliant, and seamless digital banking experience that meets regulatory requirements.

Overview of i-Sprint's Solution



AppProtect+



Integrates with AccessMatrix UAS Server offers contextual authentication features to leverage a wide variety of identity-relevant contextual data (for example, geographic location, time-of-day and endpoint identity) to elevate the trust in the authentication process. It extends the current credential and attributes based approach to verify the user's claimed identity during the user authentication process.

Further details about i-Sprint's products are available at www.i-sprint.com.
To reach us, please email us at enquiry@i-sprint.com.

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