

# Colombia Secures Citizens' Access to Financial Services with Thales Strong Authentication

To secure online access to pension accounts for millions of citizens, the Colombian government chose to implement cloud-based SafeNet Trusted Access (formerly SafeNet Authentication Service Cloud Edition).

## The Organization

Colombia's Fondo Nacional del Ahorro (FNA) is the Colombian Government Financial Institution established to facilitate loans to Colombian workers for house purchases. With more than 46 years' experience and 1.5 million users, the FNA operates to ensure the right of all Colombians to have housing and access to education. The FNA provides millions of citizens with a broad range of financial services, including retirement savings, loans, higher education financial support, and unemployment benefits.

## The Business Need

In order to enable citizens to securely access its services, FNA required a strong authentication solution that could secure millions of users, and could be implemented quickly and easily without significant changes to infrastructure or up-front costs. In addition, FNA needed an authentication solution that was intuitive and easy to use for its citizens.

## Challenge

In order to secure online access to national pension accounts and other services, FNA required a strong authentication solution with minimal infrastructure investment.

## Solution

Thales (formerly Gemalto) SafeNet Trusted Access is a cloud-based solution, so FNA was able to easily and quickly roll out two-factor authentication for millions of users.

## Benefit

Colombian citizens now enjoy the benefits of being able to access their pension accounts easily using SMS passcodes sent to their phones.



"We chose Thales because they are a leader in user authentication. Their cloud-based authentication solution met our goals to operate with no infrastructure costs and be highly automated. It was also very important that the SafeNet Authentication Service was very simple and easy to use for Fondo Nacional del Ahorro account users."

– Cesar Amar, Vice President of Technology at FNA

FNA searched for a strong authentication solution that delivered:

- Rapid deployment
- Cloud-based delivery
- Ease of use for FNA account users
- Integration capabilities with existing back-office systems
- Global name recognition and brand trust

## The Benefits

As a cloud-based offering, SafeNet Trusted Access enabled the government of Colombia to rapidly deploy a highly-scalable authentication solution to support millions of users with no upfront capital expenditures.

The FNA IT organization placed a high priority on ease of use, integration capabilities and cloud-based delivery. Thales's SafeNet Trusted Access integrated easily with the FNA back-office systems, which simplifies enrolling new users, provisioning new tokens, and reporting. Colombian citizens are able to easily understand and adopt Thales's intuitive authentication process, which provides one-time passcodes via the users' own SMS or email messaging services. "It was very important that the SafeNet Authentication Service was very simple and easy to use for Fondo Nacional del Ahorro account users," said Cesar Amar, Vice President of Technology at FNA.

## About Thales's SafeNet Access Management and Authentication Solutions

Thales's industry-leading Access Management and Authentication solutions let enterprises centrally manage and secure access to enterprise IT, web and cloud-based applications. Utilizing policy-based SSO and universal authentication methods, enterprises can effectively prevent breaches, migrate to the cloud securely and simplify regulatory compliance.

## The Solution

In Thales, FNA found a solution that met all their requirements, plus extra benefits. Thales's SafeNet Trusted Access provides secure, cloud-based multi-factor authentication when Colombian citizens log into their FNA accounts. After entering their online user name and password, FNA account holders receive a one-time password (OTP) via SMS text or email that they then enter online as a second form of user authentication and additional security to protect their online accounts.

SafeNet Trusted Access delivers fully automated, highly secure and strong authentication with flexible token options that are tailored to the unique needs of each organization, substantially reducing the total cost of operation. With no infrastructure required, the service protects cloud-based and on-premises applications and data as well as corporate networks, identities and devices.