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Romano Guizzetti  
IT Architect, B-Source SA

## B-Source Provides Banking Clients with Secure Remote Access to Outsourcing Services with F5 FirePass SSL VPN



### Industry

Business process outsourcing in private banking and wealth management

### Challenges

- Provide secure, remote access to applications and resources
- Meet the access needs of both employee and client users
- Support a variety of organizations and applications
- Reduce management costs

### Solution

- F5 FirePass® SSL VPN

### Benefits

- Advanced network security
- Excellent user experience
- Flexibility and scalability
- Reduced management costs

### Overview

Founded in 1995, B-Source is a Swiss company that provides innovative outsourcing services to clients in the private banking and wealth management sectors. B-Source and its 500 employees are experts in the outsourcing of business processes (BPO) and information technology (ITO) for private banks operating in Switzerland and other banking centers such as Singapore, Hong Kong, the Bahamas, Monte Carlo, the United Kingdom, and the Channel Islands.

The company offers service modules—including back office administration, IT services, and integrated banking solutions—that help clients operate efficiently and comply with the statutory regulations of the Swiss Federal Banking Commission and all European banking legislation. These service modules are made available via two high performance, proprietary computer centers located in Lugano and Adliswil.

B-Source's clients had a growing need to have secure, remote access to the services provided by B-Source. The company was looking for a flexible and scalable solution that would ensure a high level of security, excellent performance, and efficient management.

By implementing F5 FirePass SSL VPN, B-Source delivered extremely

secure, remote access to a wide range of applications while providing its clients with an excellent user experience. Centralized management has helped B-Source reduce management-related costs.

### Challenges

The demand for secure, remote access to applications and resources has grown continuously in recent years. For example, many of B-Source's clients have remote workers that need secure network access to applications, and these needs are increasingly applicable in the end-user environment as well. With the exception of some limited solutions covering specific scenarios, B-Source's service portfolio offerings did not include this type of service.

B-Source recognized the need to find a solution that combines a high level of security with high performance and simple maintenance. The company also realized the importance of investing in an innovative solution to meet constantly changing requirements and to address Network Access Control and other related areas of security that have become more and more pressing for end users.

In addition, the nature of B-Source's business demanded a flexible and scalable solution to support applications such as web mail, online banking, client-server

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applications, Citrix Desktop, data transfer, and terminals (Unix, 3270).

Finally, the company required a centralized, secure, and controlled access point to achieve its goal of reducing management costs.

### Solution

"We tested various technologies, and in the end it was clear that F5 FirePass is the one that makes most sense for us," says Romano Guizzetti, IT Architect at B-Source. The company selected the F5 FirePass SSL VPN appliance to meet its challenging requirements.

FirePass enables users to access corporate networks securely using commonly available web browsers. It is the first SSL VPN solution to offer users completely platform-independent support, including both Mac and Linux clients.

Enhanced security functions guarantee advanced protection for B-Source, its clients, and their users' applications and data. FirePass includes superior client

integrity checking, protected workspace, Secure Virtual Keyboard, virus scanners, and protection against attacks such as cross-site scripting, buffer overflow, SQL injection, and much more.

The strategy was to implement the SSL VPN solution for B-Source and banks that access a common infrastructure. FirePass was integrated into the structure of the ActivIdentity authentication server to facilitate support of tokens with a unique password identification using the RADIUS protocol. The ability to define resources and categorize them into groups enables the IT team to separate access to resources by the various banks and B-Source in a secure manner.

### Benefits

The company achieved its goal of reducing management overhead. "We are very happy with the cost side of the equation," Guizzetti emphasizes.

B-Source has evaluated each FirePass-based access solution on

the basis of hardware installation and operating expenses. Having implemented FirePass with a variety of clients over the past two years, B-Source confirms that FirePass has demonstrated proven stability and reduced management-related costs.

Ultimately, what has ensured B-Source's satisfaction with FirePass is its ability to provide users with fast and secure access to the resources they need. F5 FirePass was the only product that was able to fulfill this core client need for B-Source, offering the functionality, security for enterprise applications and data, and ease of implementation and management the company required.

B-Source also benefits from the ability to integrate different authentication methods and the ability to check security at the client end. This all adds up to enhanced network security without compromising user experience.

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