

Swedbank/FöreningsSparbanken

Case Study

Swedbank/FöreningsSparbanken uses VASCO's Digipass 300 Comfort to Allow Disabled Customers to Independently Manage their E-Banking Accounts



Digipass 300 Comfort

Swedbank/FöreningsSparbanken is one of the largest banking groups in the Nordic area. At the end of 2003 the group had approximately 15,400 employees, of which 9,500 in Sweden. The group has about 4.3 million private customers in Sweden and 4 million in the Baltic States. Independent savings banks affiliated with the Group and partly owned banks have an additional 1.7 million private customers.

Today, the group owns Sweden's largest Internet bank, with about 1.6 million customers, and Sweden's largest telephone bank, with about 2 million customers.



THE AUTHENTICATION COMPANY

The Products:

VASCO's Digipass 300 Comfort:
Digipass 300 Comfort is a PIN code protected strong authentication product purposefully designed for users who are visually impaired or physically disabled. Features of Digipass 300 Comfort include time, event and time/event based one-time password and e-signature generation. The size and format of the display and the keypad make it possible for visually impaired or paraplegic e-banking customers to smoothly perform online banking transactions.

VASCO's VACMAN Controller:
Provides DIGIPASS Strong Authentication and e-Signatures mechanisms natively into any application, in the form of an API which can operate with any Operating System or communication protocol.



Ronny Forsberg - Swedbank

Internet banking available for every customer Swedbank's e-banking applications are firmly embedded in Swedish society which has the highest level of Internet penetration in the world. According to Nielsen Webratings, a stunning 76,9% of Swedish households are connected to the Web. In comparison, the United States has an Internet penetration rate of 63.3%, and 60% of households in Singapore are connected to the Internet.

For a number of Swedbank's physically disabled customers, Internet banking is a difficult task to fulfil independently. For these people, Swedbank has made its website more accessible, with the help of VASCO's Digipass 300 Comfort.

Reshaped web application Swedbank started to reshape its web applications at the beginning of 2003, in close co-operation with Swedish organisations for disabled people. This included the enhancement of the interactivity of the website, the creation of a more user-friendly interface, a changeable font size, well thought

out use of colours, etc. VASCO's Digipass 300 Comfort and VACMAN Controller were added to Swedbank's existing solutions for authentication.

Successful Test
During 2003, a pilot project started. With the help of the Swedish Organisation for disabled people, Swedbank invited disabled persons to take part in the pilot project. A group of 40 was selected to test Swedbank's adapted e-banking application. The test was very successful. After some additional fine-tuning of the system, Swedbank decided to make the Digipass 300 Comfort available to its customers through its 800 branches around Sweden.

"We feel that every citizen should be able to manage his/her own banking affairs," said Ronny Forsberg of Swedbank. "Our e-banking application, including VASCO's Digipass 300 Comfort, allows physically and visually challenged customers to have full Internet access to their bank accounts regardless of their physical limitations."

Our collaboration with VASCO was and is flawless. The combination of the professionalism of Swedbank's IT department, which has built the application, the special design of Digipass 300 Comfort and the high level support by VASCO is responsible for this successful project.”

“Digipass 300 Comfort suits me fine,” says Andre Lindberg, a Swedbank account holder using Digipass 300 Comfort. “The buttons are clear and very easy to use. Additionally, I appreciate that the number of times buttons have to be used is limited, which enhances the user-friendliness.”

“By using Digipass, Swedbank proves that it has the right market vision with regards to security and accessibility of its applications for every single account holder,” said Jan Valcke, VASCO's President and COO. “VASCO is convinced

that our partnership with Swedbank will prove to be beneficial for all parties involved, and for Swedbank and its customers in particular.”

Conclusion:
VASCO is the worldwide number one vendor of strong authentication products to the financial sector. Approximately 300 banks use VASCO's Digipass products. With Digipass 300 Comfort, VASCO has entered a new market segment.

Swedbank states that every citizen has the right to manage his/her own banking affairs regardless of physical ability. The visionary approach of Swedbank combined with the special design of Digipass 300 Comfort allows disabled customers of Swedbank to independently perform banking transactions.



Jan Valcke - President & COO
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