



**ENTRUST**



# Protecting workforce identities for secure digital banking

## Consolidated Bank of Kenya

The Consolidated Bank of Kenya is a commercial bank with 20+ years of experience providing banking services to corporations, small and medium enterprises, and retail clients in Kenya. It is regulated by the Central Bank of Kenya and it is the only bank 100% owned by the Kenyan government.

## Technology infrastructure and priorities

The Consolidated Bank maintains a robust technology banking infrastructure with strong mobile integrations to support trade finance, along with internet and mobile banking for consumers. In recent years,



**Three Quality Services**

## KEY FACTS

### Customer

Consolidated Bank of Kenya

### Industry

Financial Institution

### Challenge

- Realize a secure unified user login for Bank employees
- Support rapid scale up in delivery of digital banking services
- Integrate with Bank's existing IT infrastructure

### Solution

Entrust Identity Enterprise

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« **We should have implemented Identity Enterprise a long time ago! Together, 3QS and Entrust have accelerated our digital transformation securely and delighted our user community.** »

Martin Omido, Head of ICT

the ICT team led by Martin Omido, has continued to invest in end user, database, and infrastructure security, as well as employee training. Up next on the ICT priority list was a secure unified user login. A previous legacy implementation with Active Directory (AD) and freeware Samba was less than ideal from both a user experience and IT security perspective. Then the pandemic erupted with the associated surge in demand for digital banking services making this urgent with added pressure from the bank's Board of Directors.

## Identity Enterprise Selection

With an accelerated one-month tender process open to local technology providers, Consolidated Bank selected the 3QS proposal featuring Entrust's Identity Enterprise solution over several competitive bids (including RSA and Symantec). Consolidated Bank cited the following key reasons for their decision to partner with 3QS/Entrust:

- Demonstrated competence of 3QS to deliver a complete solution on a very tight 20-day timeline using only in-country resources
- The comprehensive capabilities of the Entrust Identity Enterprise platform and ease of integration with their existing mobile and internet banking systems using configurable APIs
- Attractive pricing and flexible payment options
- Proven reputation and track record of 3QS, notably their CEO David Kanyanjua, who was also responsible for secure digital transformation payment projects in Sub Saharan Africa. David has been involved recently in digitisation of secure government documents making the instruments future proof ready for KYC, PKI and transaction ready in mobile and digital space.



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## Implementation

Once selected, the work to deploy Identity Enterprise with Self-service Module began. The Identity Enterprise solution manages the integration to AD with soft tokens and is connected to the Samba repository, realizing a secure unified login for users. Samba will ultimately be phased out over the next year.

In addition to the extraordinarily tight 20-day implementation schedule, 3QS encountered the following challenges as the project unfolded:

- Restricted work hours due to a government imposed COVID curfew meant 3QS had to make the most of their available time on-site
- The legacy open source Samba implementation had been locked with keys, which 3QS had to sort out
- There was no standardized process for managing certificates, so 3QS defined and implemented best practices on behalf of the bank
- A last-minute requirement to provide recommendations for desktop standardization, which 3QS supplied
- Limited access to a live testing environment meant no margin for error

Throughout the implementation, 3QS was aided by Entrust's world class professional services team that provided quick turnaround support remotely to meet the aggressive schedule. As well,

the Consolidated Bank team was actively engaged throughout the process with daily meetings, helping to ensure the successful outcome. Notably, Consolidated Bank is now using this project including the type and volume documentation provided as the benchmark for their future IT projects.

## Onboarding

Post implementation, 3QS mounted an extensive communications and training program to ensure that Consolidated Bank's employees were comfortable with Identity Enterprise. This included operations and maintenance training for IT, as well as in-branch user training supported with brochures and bulletins. 3QS also developed job cards so staff working on rotation were able to easily onboard themselves.

Feedback on the Identity Enterprise solution has been overwhelmingly positive across the organization. IT finds the system easy to use and maintain, while also delivering operational efficiencies and improved security. Users enjoy the freedom and convenience of a unified login. And, senior management rests easier knowing that potential threats are now easily detected. This quote from Mr. Omido, Head of ICT, sums it all up, "We should have implemented Identity Enterprise a long time ago! Together, 3QS and Entrust have accelerated our digital transformation securely and delighted our user community."



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## Roadmap

With the successful deployment of Identity Enterprise, 3QS, Entrust and the Consolidated Bank are looking to the future together. In addition to working on the internet and mobile banking integration, 3QS is supporting the Samba migration to AD. As well, 3QS is helping the bank map out its high assurance roadmap including possible PKI deployment.



## ABOUT ENTRUST CORPORATION

Entrust keeps the world moving safely by enabling trusted identities, payments, and data protection. Today more than ever, people demand seamless, secure experiences, whether they're crossing borders, making a purchase, accessing e-government services, or logging into corporate networks. Entrust offers an unmatched breadth of digital security and credential issuance solutions at the very heart of all these interactions. With more than 2,500 colleagues, a network of global partners, and customers in over 150 countries, it's no wonder the world's most entrusted organizations trust us.



Learn more at  
[entrust.com](https://www.entrust.com)



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