

Cattolica Assicurazioni Modernizes Authentication with Transmit Security

Embedded Orchestration Capabilities
and Passwordless MFA Services
Improve Customer Experience



Account Protection
Increase security & stability



Simplified CX
Remove password friction



Modern CIAM
Gain flexibility & scalability



Developer-friendly APIs
Integrate quickly & easily



Company Facts

- Market leading insurance provider
- 3.5 million consumer customers



Business Objectives

- Replace legacy solution
- Improve customer experience
- Increase security and stability
- Standardize architecture



Challenges

- Incumbent solutions approaching end of life
- Alternatives involved high overhead and ongoing maintenance
- Modernization



Solutions

- Embedded Orchestration Capabilities
- Passwordless and MFA Services



Results

- Stronger security posture
- Improved customer experience
- Stable and standardized architecture

Objectives

Replace outdated solution

Cattolica Assicurazioni is a market leading Italian insurance provider offering both personal and corporate insurance solutions for millions of consumers and over 3,000 agents. Cattolica's legacy customer identity and access management (CIAM) solution was approaching end of life, which forced Cattolica to imminently decide on an alternative solution and find a partner to support their evolving CIAM needs.

Challenges

Modernize CIAM

Cattolica Assicurazioni was using a legacy authentication architecture that lacked scalability, simplicity and flexibility. They needed to quickly find a new identity orchestration solution that would help modernize their authentication. As an insurer, providing an exceptional customer experience is a core business requirement.

Immediate needs

Cattolica Assicurazioni not only needed secure customer, employee and agent authentication, but also a solution that could be implemented quickly, provide a simpler customer experience and reduce overhead costs.

Choosing the best solution

Other authentication solutions they considered required both hardware and software installations that amounted to ongoing maintenance and support, which did not meet their core requirements of an efficient, cost-effective, modern authentication architecture.

Solutions

Solution requirements

Throughout their evaluation process, Cattolica used the following core requirements to select an orchestration solution:

- Able to be implemented in record time
- Scalable to meet the unique needs of their customer base
- Cost effective for their business case
- Free ongoing maintenance and overhead

Only Transmit Security checked all boxes

Cattolica selected **Transmit Security Embedded Orchestration Capabilities** because of its ability to deliver great security across the entire customer journey, simplicity, flexibility and scalability. With a fast time to integration and no hardware or software requirements, it became clear that Transmit Security could offer the modern, user centric digital experience Cattolica needed.

Additionally, Cattolica selected **Transmit Security Passwordless and MFA Services** to modernize their approach to customer authentication. They recognized the value of managing orchestration and authentication on the same CIAM platform, going passwordless, offering a secure and simple customer experience, and finding a partner to help with their long-term CIAM needs.

“When our existing IdP reached end of life, we were faced with a pivotal moment to replace and modernize our entire approach to customer authentication. Ultimately, Transmit Security was able to provide a cost-effective service that modernized our customer authentication strategy and could be implemented very quickly.”

Stefano Venturini, Cattolica, CISO

Results

No more password resets

As an insurance company, much of Cattolica's customer base logs in yearly, which leads to a high volume of customers forgetting their passwords. With **Transmit Security Passwordless and MFA Services**, there are no passwords to forget, which significantly improves the customer experience. In addition, the services meet their MFA requirement, eliminating the need for additional solutions.

Increased security and stability

With both **Passwordless and MFA, and Embedded Orchestration from Transmit Security**, Cattolica Assicurazioni has modernized their authentication architecture offering a simpler customer experience, and extensibility, flexibility and integration across their technology stack. To date, Cattolica Assicurazioni has significantly increased security across all critical digital properties of their newly stable and standardized architecture.

To learn more about how Transmit Security can help your business improve customer experience through modern authentication, visit [transmitsecurity.com](https://www.transmitsecurity.com).

About Transmit Security

Transmit Security gives businesses the modern tools they need to build secure, trusted and end-to-end digital identity journeys to innovate and grow. CX-focused, cybersecurity-conscious leaders rely on Transmit Security's xCIAM platform to provide their customers with smooth experiences protected from fraud across all channels and devices. Transmit Security serves many of the world's largest banks, insurers, retailers, and other leading brands, collectively responsible for more than \$1.3 trillion in annual commerce.

For more information, please visit www.transmitsecurity.com.