

# ING opts for secure mobility for its managers' devices



The ING bank's management team needed fast easy access to their e-mail, calendars and contacts, everywhere and at all times. Although this may seem like a very legitimate need, the contract specifications required that priority be given to an optimal security system. Let us take a look at a success story enabled by Telindus.

**The challenge:** stay in touch with the company while maintaining data control

Managers who are always on the go naturally want to stay in touch with their company, office, contacts, e-mails and agenda via their mobile telephone. Current technology meets these mobility requirements in an efficient manner. But when these mobility imperatives come from the financial sector, things get a lot more complicated. ING's requirement was simple enough: offer its managers a fully operational device capable of providing them with highly protected mobile access to information, while complying with the security criteria imposed by the surveillance authorities (CSSF – Luxembourg Financial Surveillance Authority) as well as by the bank's own internal security policy.

Telindus met the challenge by proposing a solution that was based on a mature, tested technology capable of meeting these security imperatives for incoming and outgoing data, as well for e-mail and attachments. Didier Schneider, Manager Information Technology Services at ING Luxembourg, says enthusiastically, "With Telindus we discussed and came up with a solution that protected every possible data access. Out of a concern for security, we considered every possible scenario, including the loss or theft of devices that are remotely protected, managed and controlled".



together with

proximus

## The Telindus solution: close surveillance of data

For the solution set up by Telindus Belgacom ICT, based on Microsoft's technology, System Center Mobile Device Manager 2008, every snippet of incoming and outgoing data is controlled by encrypted VPN tunnels that are linked to ING's secure main server.

The data exchanged between the terminal and the messaging server is thus confined within Luxembourg's borders.

Thanks to this fully intrusion-proof channel, ING's IT department can keep total control of all data and ensure maximum security at all access points.

The level of protection that is supported, regulated and imposed by the ING goes well beyond the recommendations of official supervisory bodies.

Finally, the applications set up by the ING are strictly controlled and locked, while amply meeting all the mobility needs of its staff.

## The result: a user-centric solution

Besides security, end-user convenience was also an indispensable requirement. Microsoft therefore seemed to be the natural choice. ING wanted to give its managers a mobile device with the same look and feel that they have with their Microsoft applications at the office, when browsing the menu and accessing their Word and Excel documents.

Providing users with the same convenience on their mobile as in their office environment was a crucial part of the project. "E-mails are filed via Microsoft Exchange, which provides added



value, because this convergence gives users maximum convenience, without requiring them to learn new functions", adds Didier Schneider.

Implemented in June 2008, this solution is the only one of its kind in the financial sector. Upgradeable, it can be adapted to technological developments in the future and meet other needs that may arise in the bank.

The new system, which was carried out jointly by the IT department of ING Luxembourg and Telindus Belgacom ICT, posed an ambitious challenge.

The positive, enthusiastic approach, applied to a mature, functional infrastructure is a wonderful success story and testifies to the progress made in the domain of mobile technology. secteur de la technologie mobile.



*"For this ambitious project, we wanted a partnership approach. Telindus, as a major player on this type of market, managed to convince us that it was ready to take on the challenge and work together with us on this innovative solution."*

**Didier Schneider**  
Manager Information Technology Services  
ING Luxembourg

## ING in a Nutshell

ING is a global financial institution of Dutch origin offering banking, insurance and asset management to over 75 million private, corporate and institutional clients in more than 50 countries.

With a diverse workforce of over 130,000 people, ING comprises a broad spectrum of prominent companies that increasingly serve their clients under the ING brand.

With a network of 15 branches distributed throughout the country, ING Luxembourg aims to satisfy the varied requirements of its customers, individuals and professionals alike, in the best possible manner.

Its various teams consist of specialists with extensive know-how in their field.

Not only are they trained in the latest financial management techniques, but they can also rely on the commercial relations and experience of a large international group.

 **telindus**  
powered by tango

together with

 **proximus**