



Large APAC Bank Achieves Security Compliance

A global financial institution secured its critical systems with [Rocket® Secure Host Access](#)

COMPANY OVERVIEW

This leading financial institution serves a diverse client base across Asia-Pacific, delivering banking and financial services in several major markets. The organization is known for its focus on security, compliance, and innovation.

CHALLENGE

Meeting evolving security and compliance mandates

The bank faced a significant hurdle in meeting new regulatory requirements for secure access. Its existing environment, based on the PCOMM terminal emulator, did not support multi-factor authentication (MFA) or allow for seamless routing of thick-client access through the organization's enterprise Identity and Access Management (IAM) platform. This limitation made it nearly impossible to enforce consistent security controls across all environments and complicated compliance efforts. Users were required to log into the mainframe with separate, eight-character, case-insensitive passwords, far less secure than modern authentication standards. These less secure credentials undermined the bank's ability to safeguard sensitive financial data and created frustration for users, who had to juggle multiple sets of credentials.

SOLUTION

Streamlining identity and access with Rocket® Secure Host Access

The bank needed an approach that would support an enterprise-wide move to MFA while enabling tighter integration between its host systems and enterprise identity controls. Rocket Software partnered closely with the institution to identify, evaluate, and recommend Rocket® Secure Host Access as the right fit. This solution was selected

to deliver a streamlined, secure authentication process for both users and administrators, while supporting the organization's broader business objectives around compliance, risk reduction, and user experience.

To address these challenges, the bank launched a proof of concept (POC). The POC focused on validating the technical capabilities of Rocket® Secure Host Access within the organization's environment and ensuring alignment with enterprise MFA and business objectives. As part of this process, the bank ran a targeted pilot with system administrators, who require MFA because of their privileged access to the mainframe, using a limited number of PCOMM licenses to demonstrate value and technical fit. Once the POC confirmed that the solution met the required success criteria, including technical integration, support for organization-wide mandates, and operational readiness, the bank moved forward with a seamless transition from pilot to production deployment.

The solution integrated directly with the bank's enterprise IAM platform for multi-factor authentication and utilized Automated Sign-On (ASO) to eliminate static mainframe passwords. By leveraging MFA at the enterprise level, users seamlessly connect to the mainframe via a secure, one-time, time-limited logins. This streamlined approach strengthened security, simplified the authentication process for users, and made centralized control possible for IT and security teams.

RESULTS

Achieving compliance and enhancing productivity

By modernizing its host access architecture, the bank made significant progress toward meeting its regulatory requirements while transforming the user experience. Notably, after a proof of concept, designed to meet success criteria such as working seamlessly in the customer's environment, delivering on organizational mandates with clear business value, and fulfilling operational requirements for a company-wide MFA implementation, the customer adopted the solution for production rollout. The volume of help desk tickets for password resets dropped significantly, freeing up IT staff to focus on strategic initiatives. Users no longer need to remember separate passwords for mainframe access, resulting in a frictionless login experience that allows them to get to work faster. Replacing traditional credentials with time-limited logins helped close potential security gaps and reduced the risk of unauthorized access to sensitive financial data.



Ensured compliance

The bank extended strict MFA requirements to its mainframe environment, helping it meet complex security mandates



Reduced IT workload

Reducing reliance on static passwords significantly lowered the volume of help desk tickets for password resets.



Enhanced productivity

Users experience a frictionless login process, removing administrative barriers to their daily workflows.

PRODUCT HIGHLIGHTS

Rocket® Secure Host Access

Key features

- Automated Sign-On.
- Enterprise IAM integration.
- Robust encryption protocols.
- Centralized administration for thick and thin clients.

At a glance

- Eliminates reliance on static passwords and replaces them with one-time, time-limited logins.
- Extends modern MFA to protect mainframe environments.
- Significantly reduces IT help desk ticket volumes.
- Ensures compliance with strict and evolving regulatory mandates.



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