Client Success Story

A diversified global investment management firm offering a wide array of investment approaches and solutions to retail and institutional clients.

Global financial institution improves customer access to digital platform

Development of a customized solution provides seamless access at scale, across regions and channels to support retail and institutional finance customers.

Customer Challenge

While running AWS Cognito for authentication, authorization and user management for all end users, access services to the digital platform could not be provided simultaneously to multiple geographic regions along with DR capabilities. This significantly limited the ability of the institution to provide a platform with a seamless customer experience across all member channels. Several limitations inherent to Cognito had to be resolved, including the requirement for active-active configurations, the need for SDK support to trigger multifactor authentication in a programmatic way, and the need for adequate support for outgoing SAML and IDP-initiated sign on.

These limitations hindered the global financial institution from extending a seamless access experience across multiple regions. Therefore, any solution would need to support universal access via AWS Cognito, regardless of the regional limitations, and provide a single automated authentication framework with redundancy for the digital customer platform.

AWS + Cognizant Solution

Resolving these access challenges required a custom integrated solution using other AWS technologies to imitate the required capabilities not available in Cognito. The most feasible way to leverage the highly durable, synchronous replication capabilities of AWS DynamoDB to achieve cross regional access to multiple geographic regions involved the use of synchronized Cognito pools.

Additionally, the solution integrated a third-party MFA provider with a service-provider initiated sign-on to mimic the function of an identity-provider initiated single sign-on. Okta, alongside AWS IAMs and Cognito, provided federated identify management thereby linking apps, logins and devices into a unified fabric. AWS Key Management Service also managed the generation and exchange of data encryption keys across the platform.

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Lastly, Lambda serverless functions were implemented to handle requests from the Amazon API gateway to DynamoDB, as well as both business-related API connection to services and integration/platform API requests to information management software.

Outcomes

As a result of this integrated solution leveraging various AWS technologies and third-party solutions, the global financial institution was able to provide their retail and institutional customers with seamless access to the digital platform at scale and across regions. Further benefit was gained as Federated SSO could be offered, supporting both internal corporate and external federated users. Finally, costs were further reduced by leveraging existing infrastructure as a part of the platform access solution.

About the Partner

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. We engineer modern businesses to improve everyday life. Our unique industry-based, consultative approach helps clients transform technology, re-imagine processes and transform experiences ensuring businesses remain agile, relevant and ready to run more innovative and efficient enterprises.

With AWS as our partner, we focus on the outcomes that matter most to businesses and underpin our solutions with deep industry experience and market-leading IP. Cognizant brings more than 6000 AWS certified professionals, dedicated AWS certified consultants in 43 countries, hundreds of customer launches and successes, and more than 70 transformational blueprints to drive innovation beyond cloud migration.

As a premier consulting partner, Cognizant hold numerous AWS competencies, including AWS Mainframe Migration, AWS SAP, AWS Migration, AWS Financial Services, AWS Healthcare, and AWS Life Sciences. Partner programs include AWS Well Architected, AWS Managed Service Provider, AWS Marketplace Seller, AWS Solution Provider Program, and AWS Public Sector Solution Provider.

About Cognizant

Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant.

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