CNAV combines speed and user convenience with high security for personal data, thanks to the ForgeRock® Identity Platform™

As the administrator of Assurance retraite, France's largest state pension scheme, Caisse Nationale d'Assurance Vieillesse (CNAV) holds personal information – including salary and employment history – on more than 30 million people. With its main website (lassuranceretraite.fr) recording more than 20 million visits and a 20 percent increase in registrations in 2016, the digital channel is becoming increasingly important for CNAV and its users.

When GIP Union Retraite, the umbrella organisation for all French pension plans, engaged CNAV to build a consolidated information portal covering all workers and pensioners, digital security and identity were critical issues.

François Brousse, CIO of CNAV, explains: "French people are members of 2.5 state pension schemes on average, which made it complicated and time-consuming to get information and manage services online. The aim of the new info-retraite.fr portal was to make things simpler by bringing together all digital services for all pension plans. And because we're talking about personal and private information on practically every French citizen, it was vitally important to offer not only a seamless and efficient user experience but also the highest possible levels of security. This made digital identity management a crucial element in the solution: we needed to reliably authenticate a large number of users at high speed and within a complex ecosystem with many different partners."

In addition to enabling secure and reliable single sign-on connections to external information resources managed by other pension schemes, info-retraite.fr needed to work with the national FranceConnect digital authentication service. Equally, the solution needed to be scalable enough to deal with the anticipated rapid growth in user numbers, and it needed to integrate with both modern web technologies at the front end and legacy systems at the back end.

CHALLENGE

When the French state pension administrator CNAV was tasked with setting up a portal to provide information to potentially the entire working and retired population of France, keeping personal data secure was naturally one of the highest priorities. CNAV needed a digital identity management and authentication solution offering high performance, extreme scalability, seamless compatibility with multiple protocols and exceptional reliability.

SOLUTION

CNAV uses the ForgeRock Identity Platform to authenticate digital identities for the new info-retraite.fr portal, helping potentially tens of millions of French citizens to securely access online information and services across more than 30 state pension schemes. The solution integrates seamlessly with the national FranceConnect digital identity scheme, and offers the scalability to handle rapid growth in user numbers.

BENEFITS

- Provides fast, secure and highly convenient single sign-on access to multiple online resources
- Ensures the highest levels of security for sensitive personal information without hindering usability
- Simplifies and standardises access management, helping both users and IT administrators

> **"** We chose the ForgeRock Identity Platform to manage both authentication and digital identity for the info-retraite.fr portal, and our ultimate goal is to use it for all of our online services. ForgeRock met our requirements in terms of performance, scalability, ease of implementation and compatibility with diverse protocols."
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> **FRANÇOIS BROUSSE**
> *CIO OF CNAV*

Secure Connections

The info-retraite.fr website offers an information portal and a service portal, the latter connecting to both non-secure and secure services. While some of these secure services are managed in-house by CNAV, an increasing number of them are provided by external partners. The ForgeRock Identity Platform manages the WebSSO authentication for these external services, ensuring seamless and highly secure connections. CNAV uses the ForgeRock technology in API mode, calling out to an authentication server running ForgeRock's Access Management module to validate user login credentials. To ensure the best and most open user experience possible, the service also enables users to seamlessly log in using their FranceConnect digital identity; about 25 percent of registered users choose this standardised approach.

"The concept of digital identity is at the heart of what we do at CNAV," says François Brousse. "The new portal gives people a single view of all their pension and employment details for their entire career, so of course security is paramount. At the same time, we need to open up and share more services and data not only with the end-users but also with other pension and social security organisations. The ForgeRock Identity Platform helps us to balance the requirements for confidentiality and usability, and the solution also offers the required performance, scalability and reliability."

Supporting explosive growth

At the launch of the info-retraite.fr portal, the Access Management component underwent a baptism of fire, helping to support 120,000 sign-ups in the first two days of operation – which is what CNAV's main website typically sees in an entire month. "Digital services are growing faster all the time, and we knew that uptake would be very rapid for the new portal," says François Brousse. "The first few days presented a major challenge, but we made it through in one piece. The robustness and performance under load of the ForgeRock solution is important to us, because our digital services are used by large numbers of people and at all times during the week – for example, Sunday is particularly heavy in terms of user traffic. We need to be able to authenticate users rapidly and reliably, so that we can offer convenient access to information and services without any compromises on security."

Looking to the future, CNAV is testing the ForgeRock Identity Platform as a means of authenticating users – both public and staff – across services it runs for other social security organisations. By unifying all digital identity management in a single solution, CNAV expects to simplify its systems architecture, accelerate the integration of new systems and reduce IT management costs.

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> We are pleased with our experience of the ForgeRock Identity Platform so far, and we look forward to seeing the additional value it can deliver within CNAV."
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> **FRANÇOIS BROUSSE**
> *CIO OF CNAV*

About CNAV

Caisse Nationale d'Assurance Vieillesse (CNAV) is the French public administration organisation that manages Assurance retraite – the general state pension scheme. With more than 17 million contributors and 14 million current pensioners, this is the largest of France's 35 state pension schemes. CNAV designs, implements and operates the information systems that enable workers to manage their career contributions, calculate and pay for their retirement. The organisation also handles information-processing tasks for a number of other public administration organisations.

For more information and free downloads, visit http://www.forgerock.com or follow ForgeRock on Twitter at http://www.twitter.com/forgerock.

About ForgeRock

ForgeRock® is the Digital Identity Management company transforming the way organizations interact securely with customers, employees, devices, and things. Organizations adopt the ForgeRock Identity Platform™ as their digital identity system of record to monetize customer relationships, address stringent regulations for privacy and consent (GDPR, HIPAA, FCC privacy, etc.), and leverage the internet of things. ForgeRock serves hundreds of brands, including Morningstar, Vodafone, GEICO, Toyota, TomTom, and Pearson, as well as governments like Norway, Canada, and Belgium, securing billions of identities worldwide. ForgeRock has offices across Europe, the USA, and Asia.

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