Digital Identity for Insurance Services

Differentiate Through Secure Experiences

Accelerate Digital Investments

The economic headwinds continue to put pressure on consumers and insurers. Keeping payout risks, operating costs, and premiums at minimum levels has never been more important.

This is precisely why leading insurance providers are reimagining their end-to-end customer experiences and distribution models, while investing in usage-based insurance.

At the same time, legacy technology continues to expose insurers to fraud, account takeover (ATO), and unauthorized access, while dampening digital agility.

The ForgeRock Identity Platform offers insurance providers the capabilities they need to differentiate through seamless, secure, and scalable customer experiences.

Leveraging modern identity and access management (IAM) capabilities helps you drive average product holding and retention rates, while mitigating the threat of ATO attacks and unauthorized access.

Key Benefits

Drive Profitability
Increase acquisition and renewal rates while reducing total cost of ownership (TCO).

Grow the Distribution Ecosystem
Secure and expand integration with distribution partners at the point-of-sale.

Improve Digital Agility
Build, test, and deploy access journeys for customers, workforce, and IoT at pace.

Capabilities

Enterprise-Grade Customer IAM
Build a real-time view of customer needs to hyper-personalize value-added offerings across all engagement channels.

AI-Driven Identity
Leverage access signals to drive risk-based authentication and authorization personalization and automation.

No-Code Orchestration
Build, test, and deploy access journeys for customers, workforce, and IoT using a drag-and-drop interface.

Deployment Flexibility
Consume converged IAM capabilities at scale in any cloud, self-managed or hybrid setting, or as-a-service.

Secure API Gateway
Leverage financial-grade APIs to accelerate revenue generated through open and premium APIs.

Our Approach

ForgeRock helps global enterprises modernize their legacy IAM infrastructure to drive revenue, reduce risks, and achieve compliance. The ForgeRock Identity Platform is the only converged platform for all customer, workforce, partner, and IoT identity use cases. ForgeRock manages over 4 billion identities worldwide and offers the scalability, resilience, and performance needed to drive sustainable ROI growth.
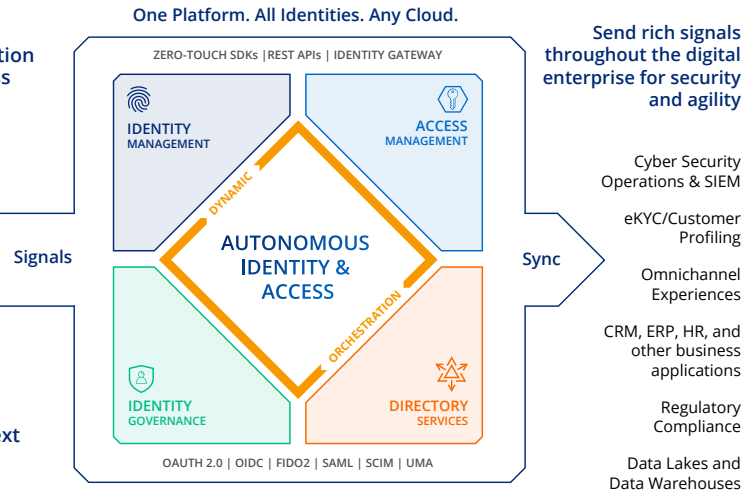
100+ inputs for identity, orchestration and dynamic access decisioning

Business Context
Transactions Resources, Scopes

Security Context
AI/ML, Fraud, Security, Behavior

Identity Context
Identity Proofing, Social

Relationship Context
User-User and User-Device relationships

Signals

One Platform. All Identities. Any Cloud.

ZERO-TOUCH SDKs | REST APIs | IDENTITY GATEWAY

IDENTITY MANAGEMENT

ACCESS MANAGEMENT

DYNAMIC

AUTONOMOUS IDENTITY & ACCESS

ORCHESTRATION

IDENTITY GOVERNANCE

DIRECTORY SERVICES

OAUTH 2.0 | OIDC | FIDO2 | SAML | SCIM | UMA

Sync

Send rich signals throughout the digital enterprise for security and agility

Cyber Security Operations & SIEM

eKYC/Customer Profiling

Omnichannel Experiences

CRM, ERP, HR, and other business applications

Regulatory Compliance

Data Lakes and Data Warehouses

Why Insurance Providers Choose ForgeRock

Passwordless for All Needs
Eliminate passwords across all consumer, workforce, partner, and legacy systems using FIDO2 WebAuthn passkeys.

Extensibility
Add pre-built third-party biometrics, identity proofing, SCA, and risk management capabilities into no-code access journeys

Full Tenant Isolation
Achieve peak performance, security, and resilience in the cloud and align with data sovereignty requirements.

Enterprise-Grade Identity
Deliver seamless, secure, and scalable experiences across tens of millions of identities worldwide.

To learn more, visit:
https://www.forgerock.com/industries/insurance

Business Outcomes

45%
Support Call Reduction

Enable Customer Self-Service
Give customers the ability to manage their own access and privacy settings.

HSBC - Testimonial Video

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Consolidated Legacy Systems

Reduce TCO
Modernize legacy IAM infrastructure to accelerate agility and reduce costs.

A Major U.S. Life and Casualty Insurer

⬇30
Reduction in Sprints

Accelerate Roadmap Agility
Empower your developers to work on customer-facing features - not IAM coding.

A Major U.K. Home & Motor Insurer

100M
Daily Logins

Achieve Performance and Resilience
Drive customer engagement to digital channels to reduce costs and improve personalization.

A Large US Banking & Insurance Customer

⬇80%
Click-Rate Reduction

Automate Access Requests
Reduce costs associated with the full identity governance lifecycle.

A Multinational Financial Services Company

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