



Oracle Customer Spotlight



GRUPO MUTUAL ALAJUELA LA VIVIENDA

Alajuela, Costa Rica
www.grupomutual.fi.cr

INDUSTRY:
Financial Services

EMPLOYEES:
800

ORACLE PRODUCTS & SERVICES:
Oracle Adaptive Access Manager

ORACLE PARTNER:

ASI Consultant S.A. de C.V.
www.asiconsultant.com

Grupo Premier
www.premierway.com

“Oracle Adaptive Access Manager gives us state-of-the-art technology, with the highest quality and security of any available product. With the rise in cyber crime, it’s important to be up to date with the best security tools to provide excellent service to our clients and to respond to the demands of today’s financial market.”

– Juan Carlos Miranda Arias,
Director of Projects and
Technological Innovation, Grupo
Mutual Alajuela La Vivienda

Grupo Mutual Alajuela La Vivienda Achieves Maximum Protection against Cyber Fraud with a Real-Time Security System

Grupo Mutual Alajuela La Vivienda is one of Costa Rica’s five main private financial enterprises. With 35 years of market experience, it is fully insured by the Costa Rican government. The company stimulates saving and investment in Costa Rica and abroad and helps clients gather financial resources to provide housing and financial solutions. It has 56 offices throughout the country and is regulated by the National Mortgage Bank (BANHVI) and by the Superintendency of Financial Entities (SUGEF).

Challenges

- Provide a reliable, efficient security system to protect users’ and clients’ data from cyber crime threats such as keyloggers, phishing, and pharming
- Create personalized security keys for each client profile to facilitate secure access to banking data and to respond in real time to possible virtual attacks by cyber criminals
- Increase data security to meet security requirements and to confront the rise in cyber crimes

Solution

- Implemented Oracle Adaptive Access Manager to provide advanced security and protection against cyber fraud and cyber crimes, without sacrificing convenient online access to banking and to its system
- Increased security by configuring client profiles with a virtual keyboard and personalized access keys, blocking cyber crime tools such as keyloggers, phishing, and pharming
- Facilitated real-time risk analysis, fraud detection, and follow-up, helping to locate possible cyber criminals
- Provided real-time risk and alert statistics, helping to identify risky and suspicious transactions
- Maintained a high level of information security, complying with security policies and regulations established by the Superintendency of Financial Entities (SUGEF)
- Worked with Grupo Premier and ASI Consultant S.A. de C.V. to achieve a quick and efficient implementation, becoming the first Latin American company to offer its clients superior online protection