



HSB is Sweden's largest tenant owners' association with approximately 540,000 members, 3,900 co-operatives and 33 economic associations. HSB's mission is, in cooperation with its members, to create a good standard of living.

## HSB simplifies user administration with Nordic Edge™ Identity Manager

**HSB uses Nordic Edge™ Identity Manager to simplify the administration of their web portal “Styrelsenätet” for customers in western Sweden. By using Identity Manager, HSB’s customer service can easily manage customers’ access rights to the portal, increasing internal security while also giving members quick access to the information they need.**

HSB in Sweden was formed in 1923 to build and manage good quality and affordable housing for members. Today the organisation has 33 regional groups. HSB West operates four housing societies: HSB Gothenburg, HSB Götaland, HSB Göta and HSB Malmö. All of these societies use a web portal, “Styrelsenätet”, which is managed by HSB Gothenburg to give board members access to information that they need to manage their cooperatives; for instance invoices, maintenance plans, reports and board protocols. Since different board members have different needs for information, the IT team must ensure that the right person can gain access to the right information. Also, given frequent board changes and an increasing number of users, customer services must be able to manage users and administer their access rights easily. HSB West chose to use Nordic Edge™ Identity Manager.

*“By using Nordic Edge’s Identity Manager, our customer service staff can effectively manage users of our web portal “Styrelsenätet”. Before, they needed to register a single user in up to five different systems – with the Identity Manager they only need to do it once, which saves them much time. With the Identity Manager, we benefit from a tailor-made solution that is easy to use even for those without significant IT-skills. Customer service can only view the information that they need to carry out their work. All headings*

*are in Swedish and are adapted to our terminology”, says Maria Björkman, IT Project Manager at HSB West IT.*

The Nordic Edge™ Identity Manager is a powerful and secure tool for role-based identity management that gives optimal control over the administration. The Identity Manager handles the identity information in existing IT-systems and applications, allowing you to easily and efficiently delegate the administration, for instance, allowing users themselves to manage their own user account.



*“The Nordic Edge™ Identity Manager is an amazing product that will further simplify our administration. Our next step will be to transfer all access management from our service desk to authorised purchasers and managers within the organisation. Access rights will be managed more accurately,*



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*which will increase security. In addition, we'll become more resource efficient since co-workers won't have to wait for their access rights to be distributed. With a well-functioning internal administration in place, we'll be able to give our members an even higher level of service", says Maria Björkman.*

### **Challenge**

HSB must give its customers a high level of service, while ensuring an efficient internal administration. Customer services manages member access to the HSB Gothenburg web portal "Styrelsenätet" and this needs to be done easily and efficiently and in a way that gives customers quick access to the relevant information.

### **Solution**

The Nordic Edge™ Identity Manager offers HSB a customised solution that saves the organisation time while ensuring a high level of service to HSB's members.

The product guarantees that user accounts are managed safely and efficiently. Due to the modular structure of the product, and with the support and experience of Nordic Edge and our partners, it can be deployed rapidly thereby helping to deliver a quick return on investment.

The administration takes place through a web interface that is user friendly and easy to adapt according to requirements, so the need for training is minimal. The product uses existing infrastructure and resources.

### **About HSB**

HSB is Sweden's largest tenant owners' association with approximately 540,000 members, 3,900 co-operatives and 33 economic associations. HSB's mission is, in cooperation with its members, to create a good standard of living. HSB wants to contribute to a healthy supply of housing throughout the country and to a society that is characterised by sustainability, quality, beauty and integration. HSB has nationwide presence and builds new homes every year in both small and large cities. The association was established in 1923 by the Tenants' Association in Stockholm.

### **Benefits**

- Easy to use
- All information is in Swedish
- Saves HSB Gothenburg time
- Increases internal security
- Gives the right person access to the right information
- Customised according to HSB's needs and nomenclature
- Improves the service level to HSB Gothenburg's customers
- Allows for delegation of user administration
- Uses existing infrastructure and resources
- Guarantees secure self-administration
- Has role-based authorisation
- Handles the identity information in existing IT-systems

### **About Nordic Edge AB**

Nordic Edge is a leading provider of trusted Identity and Access Management (IAM) solutions that enable organisations to secure and manage their digital identities. With Nordic Edge's solutions, organisations can improve business processes and meet regulatory compliance requirements. The offering includes two-factor authentication, role based delegated user administration, synchronisation and provisioning. More than 10 million identities are being administered by Nordic Edge's solutions and over 1 million users securely login with Nordic Edge's products each month.

Nordic Edge was founded 2001 in Sweden and has customers in more than 25 countries.

Read more about Nordic Edge's products on [www.nordicedge.se](http://www.nordicedge.se)



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