



# SOLITON COMBINES CONVENIENCE AND SECURITY FOR LEADING JAPANESE INSURANCE FIRM

**The Japan Co-op Co-operative (Co-op Kyosai) is an association jointly run by Co-op in Japan and the Japanese Consumers' Co-operative Union.**

Known as a 'mutual assistance system', members of Co-op Kyosai pay for access to insurance premiums that offer cover for sickness, disability and death. Ranked 1st in the Japanese Customer Satisfaction Index for four consecutive years, Co-op Kyosai insurance premiums are transparent, based on member feedback and offer quick pay-outs.

Co-op Kyosai agents now access the association's system via iPads. It enables them to quickly introduce customers to a range of insurance products while relying on two-factor authentication and secure web browsing to keep customer data safe.

But it wasn't always like this. Before the introduction of this new technology, budgetary and security concerns led Co-op Kyosai to Soliton Systems.



## The challenge

Co-op Kyosai made a name for itself by listening to customers and responding to their feedback. But, as those customers became more tech-savvy, it became clear that Co-op Kyosai's systems were lagging.

As a result, Co-op Kyosai wanted agents to use their own, unmanaged devices. It would significantly reduce IT overheads - but it also had security and usability problems.

In the past, a reliance on printed brochures and paper-based contracts had slowed down the sales process. While Co-op Kyosai agents continually returned to the office to re-stock themselves with hard copies, the rest of the industry was forging ahead with digital transformation.

**When Co-op Kyosai began its path towards digitisation, it decided to focus on three key areas, which were mostly paper-based:**

- Insurance plan simulations
- The insurance plan catalogue
- Training material for agents

The goal was to access everything via a tablet. But that presented security challenges. With iPads distributed to all Co-op Kyosai agents, there was a significant danger of information leakage.

The biggest concern related to customer personal data. As convenient as it would be for agents to enter that information into an iPad during a customer visit or while travelling, the consequences of it falling into the wrong hands would be damaging to the company.





**Originally, we were considering introducing MDM (Mobile Device Management),” explained Co-op Kyosai’s Shigeki Nakayama. “However, it became clear that expecting Co-op Kyosai agents to install it on their personal devices was not realistic. By instead using a combination of Soliton SecureBrowser and NetAttest EPS, we were able to have a system that increased security, while retaining user convenience.**



Unlike MDM, Soliton SecureBrowser is a ‘managed app’. It only uses a small part of the device memory and, importantly, it cannot see or manage anything else on that device. It’s not at all intrusive to the agent; they use the same device for personal use, without the risk of contamination or data leakage.

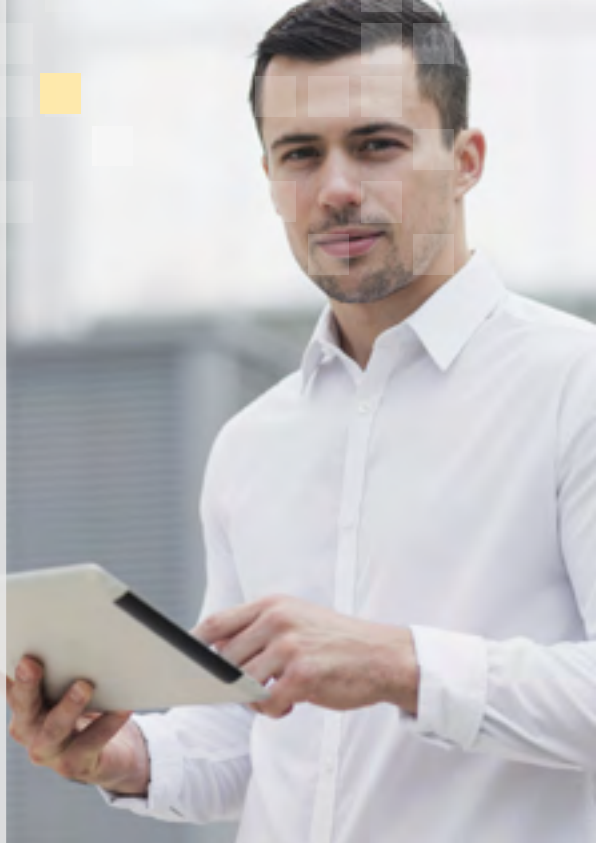
## SecureBrowser stops the leak

When it comes to convenient security, SecureBrowser is the perfect solution. For Co-op Kyosai, it enabled agents to access their system quickly and without accidentally leaking data.

The information isn’t stored locally on their device, and SecureBrowser automatically deletes encrypted data caches. Nothing is left behind when browsing Co-op Kyosai content on an iPad via SecureBrowser. It is a significant improvement over the VPN solution Co-op Kyosai had previously considered due to VPN connections’ inherent security flaws.

Unlike any other browser installed by the users, SecureBrowser cannot be used for other purposes: it can only be used to access the Co-Op web servers. Co-Op can also restrict how SecureBrowser is used to improve security, for example they can stop copying/pasting and prevent plugins being installed. It’s also more than just a browser: It adds a document reader that allows agents to open and read Office documents and even access audio (this is done using an embedded version of SmartOffice). Files downloaded, temporarily stored locally and used there, will also stay inside the SecureBrowser ‘container’.

Knowing the browser that users will use massively helps Co-op to plan and build their web applications - they do not have to factor in the many different browsers, with many different settings that their end-users might have. They



also avoid the quirks of possible upgrades that the manufacturers of browsers have planned for their applications - this is a huge (and often underestimated) advantage.

SecureBrowser offers another advantage over a VPN connection: convenience. With a VPN, users have to undertake several steps to access the information they require. Connecting via SecureBrowser consists of just two steps:

- 1. Open the SecureBrowser app.**
- 2. Enter your user login credentials.**

It's even possible to replace step 2 by a swipe or a TouchID or FaceID on the iPad, making it super fast for end users to access resources fast.

It enables Co-op Kyosai agents to use practically any device to complete their work with customer data. The result is far lower IT costs for the business and the increased user and customer satisfaction desired.

## Two-factor authentication from NetAttest EPS completes the package

In addition to SecureBrowser, Co-op Kyosai implemented the Soliton NetAttest EPS solution. It introduced two-factor authentication for the user login process - another crucial step forward for data security.

The most logical and easiest way to do 2FA is to install a device certificate on the iPad. This means that only iPads with a certificate can connect, and this process is totally invisible to end users. Of course, typically distributing certificates to unmanaged endpoints is a difficult task. But the Soliton SecureKey Manager takes away the complexity and does everything needed to get started.

Combined with SecureBrowser, NetAttest EPS removed all concerns for both Co-op Kyosai's management team and its agents.



**We now have a system where confidential information such as insurance product details doesn't leak," said Ryosuke Uetake, who oversaw the implementation of Soliton's systems. "The added security offered by the two-factor authentication in NetAttest EPS means our agents have total peace of mind while using our system, wherever they are.**





**To find out more  
about SecureBrowser**

**click here**



**To find out more  
about NetAttest EPS**

**click here**

## About Soliton Systems

Soliton Systems specialises in IT Security and Ultra-Low Latency Video Streaming, headquartered in Tokyo, Japan. Our current CEO and founder, Nobuo Kamata, PhD, has been a technology-oriented leader and pioneer since 1979. Soliton has a strong vision to innovate solutions to logically satisfy the needs of our customers, without adding complexity.

Soliton Systems has continuously set new standards in performance, quality and reliability in our areas of expertise: Cyber Security, Mobile Live Broadcasting and Public Safety.

**For more information visit: [www.solitonsystems.com](http://www.solitonsystems.com)**

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