



Customer: Citigroup

Web site: www.citigroup.com

Customer size: 280,000 employees

Country or region: United States

Industry: Financial Services

Partner: Infusion Development

Partner Web site: www.infusiondev.com

Customer Profile

New York-based Citigroup is the preeminent financial services company, with more than 200 million customer accounts in more than 100 countries.

Software and Services

- Microsoft Windows Server System™
 - Microsoft Windows Server™ 2003
 - Microsoft BizTalk® Server 2006
 - Microsoft SQL Server™ 2005
- Microsoft Visual Studio® 2005
- Technologies
 - Microsoft SQL Server 2005 Reporting Services

Hardware

- Compaq ProLiant DL 380 server computer

For more information about other Microsoft customer successes, please visit:

www.microsoft.com/resources/casestudies

Citigroup Corporate and Investment Banking Develops New Digital Identity Solution

“Our technology development is focused on solving our clients’ business problems in innovative, industry-leading ways. Integrated Microsoft technology helps accelerate the solutions we provide to customers.”

Hilary Ward, Director, Global Information Products, Citigroup Corporate and Investment Banking

Business Needs

Actively meeting client needs is paramount to success in the financial services industry. When its client wanted a straight-through, automated digital certificate management process, Citigroup sought a global technology solution to serve as the intermediary between the client and various certificate authorities, each of which requires a different infrastructure to conduct transactions.

To provide a single, secure conduit for digital certificates issuance and lifecycle management, Citigroup needed a solution that could:

- Give clients a consistent means of managing global certificate requests and reducing current provisioning cycle times.
- Be developed and brought to market quickly, with low total cost of ownership.

Solution

Citigroup worked with Infusion Development, a Microsoft® Gold Certified Partner, to create

a digital identity management solution based on Microsoft technology, including:

- Microsoft SQL Server™ 2005 running on the Windows Server™ 2003 operating system, both part of Windows Server System™ integrated server software.
- SQL Server 2005 Reporting Services for creating and managing reports for service levels and billing information.
- Microsoft BizTalk® Server 2006 for transaction management through orchestration and the Business Rules Engine.
- Microsoft Visual Studio® 2005 for core application development.

Benefits

- Ability to move clients from manual, time-consuming processes to automated, efficient, state-of-the-art solution that is scalable across a global organization
- Ability to drive global adoption of emerging industry standards
- Flexible, scalable foundation for future expansion

