

NATIONAL FINANCIAL INSTITUTION ACHIEVES \$250,000 SAVINGS WITH EXPAND NETWORKS ACCELERATORS



IN SUMMARY

- 86,000 savings in under one year
- 80% Increase in Network Performance
- Increased network capacity of 30%
- Improved security owing to the implementation of IP-Sec between all the (interoffice) Branch links.

APPLICATIONS

- BNB Transaction Application
- E-mail.
- Corporate Intranet.
- Antivirus.
- Voice over IP (VoIP).
- WEB applications (centralised).
- Internet services.

PROFILE

Banco Nacional de Bolivia S.A. (BNB) - www.bnb.com.bo - is a Bolivian Financial Institution established in 1872 with private capital. Its corporate purpose is to strengthen the development of commercial and production activities in Bolivia and is authorised to attract and invest financial resources and offer all manner of banking services.

CHALLENGE

During recent years, the economic activities of the Bolivian National Financial System have increased significantly, creating market opportunities that have directly impacted on the number of transactions conducted by the BNB's administrative systems. In addition to this, the bank's own expansion has seen the opening of new local branches and the introduction of many new financial products and services. In order to support this growth, BNB introduced numerous technologies, which in turn brought new challenges for the IT team in terms of maintaining its investment in installed infrastructure and satisfying clients' requirements.

BNB has main branches in 8 locations across the country; La Paz, Santa Cruz, Cochabamba, Chuquisaca, Oruro, Potosí, Tarija and Beni. Its 37 local offices are situated in various points throughout each location. Operating in such a distributed environment, with application and data held centrally, BNB 1,300 branch office employees relied heavily upon the WAN for the delivery of its critical business applications. However,

“ We have saved a huge \$86,000 in less than one year. If we had known that we would achieve such savings so quickly, we would have never have waited so long to involve Expand. We estimate that these savings will continue to increase as time goes on and expect that a further \$287,000 will be saved to be put to better use.

- Roberto Delgadillo Poepsel, National Systems Manager at BNB

BNB found that its current bandwidth provision couldn't cope with the rising number of complex applications running over its network, and branch office users experienced slow application performance.

Roberto Delgadillo Poepsel, national systems manager at BNB explains, “Increasing volumes of data being passed between our branches via such tight bandwidth links

seriously impacted productivity levels. Our employees experienced slow performance of centralised applications, such as Intranet and e-mail. We also found that the quality of VoIP delivery very poor.”

“The performance of the bank’s transaction systems are critical to maintaining and improving the efficiency and availability of the information services we provide, whilst all the while maintaining the added value of activities for our clients,” Delgadillo explained. “In order to guarantee our clients the provision of timely, efficient and reliable information throughout our commercial channels, such as the Financial Portal (BNBNET), Mobile Banking (BNBMOVIL), e-banking, automatic cash dispensers - we needed to address the network performance issue.”

BNB set up a centralized team to manage WAN traffic in accordance with Quality of Service rules (QoS) but having done so, quickly realised that QoS alone was not sufficient to solve the problem, Delgadillo continues, “We soon realised that this could only be a temporary solution, and we needed a more comprehensive optimization approach that would put a stop to the huge expenditure being wasted on increasing bandwidth and enhance user experience.”

SOLUTION

BNB began searching for the most comprehensive and dynamic solution on the market, and quickly turned to Expand Networks. As a financial institution, network security was a key concern for BNB, and one which Expand Networks’ technology was able to satisfy, as Delgadillo explains;

“Expand offered the best performance infrastructure for our network, taking away the need for continually increasing bandwidth investment, whilst its unique ability to guarantee security with the IP-Sec protocol was a key factor. Other technologies we looked at couldn’t provide the level of speed and performance that we experienced from Expand. In addition to security, other solutions simply did not offer the necessary compression we required for this project. Expand also offered the fastest RoI, and this complied with performance, security and flexibility of the solution, made it a simple choice.”

With the help of trusted IT partner, ADM Technologies, BNB initially undertook a short pilot with the Expand Network’s Accelerators, Etienne López, Project Leader & Technical Manager at ADM Technologies, said, “We were very confident that Expand’s features could meet the BNB requirements, but the real challenge for us was the integration of the optimization system into the HQ network topology something that could be done with the new, high performance and multi-interface accelerator 6950.”

Following the pilot, BNB implemented the technology between its central office, branch sites and local offices. Delgadillo explains, “We were confident the technology would optimize data traffic on the network and improve the efficiency and availability of the applications at the same time, making both our users and customers happy.”

BENEFITS

Following the implementation of Expand Networks’ Accelerators, all applications running between BNB’s branches - e-mail, Intranet, Web applications and VoIP, are travelling up to 8 times quicker than before. Expand’s QoS feature provided BNB with the highest quality of voice traffic over its existing Avaya IP telephony system, creating further savings.

Delgadillo explains, “Our new Expand Accelerators are giving users the impression they have a greater bandwidth, without having to pay for it! The performance speed of network operations is up 80%, meaning the business is running so much more efficiently and productivity levels are at an all time high. QoS rules are no longer an issue and both users and customers have a much better network experience.”

Expand Accelerators also provided visibility and control of BNB’s network as Delgadillo explains, “We now have an ease and flexibility of real-time checks on the implementation of QoS rules, while both real-time and historic graphics enable the identification of the status of various links, and allow us to quickly assess whether or not a physical increase is really necessary.”

In addition, BNB has been able to achieve significant cost savings within the first 12 months, Delgadillo concludes, “We have saved a huge \$86,000 in less than one year. If we had known that we would achieve such savings so quickly, we would have never have waited so long to involve Expand. We estimate that these savings will continue to increase as time goes on and expect that a further \$287,000 will be saved to be put to better use.”