



## Case Study: Bank Advances Technology with Vanguard Networks

# Financial Giant Builds Regional Presence, Longtime Relationship with Vanguard Networks

### About

In the top tier of financial institutions in south-east Asia, this banking giant has the same issues many banks do: network integrity, reliability, security and keeping pace with customer's wants and needs. Now imagine those responsibilities and spread them over thousands of square miles, dividing the work between more than a handful of common carrier networks, some still providing analog services only while others provide digital services in addition to POTS (plain old telephone service).

### Challenge

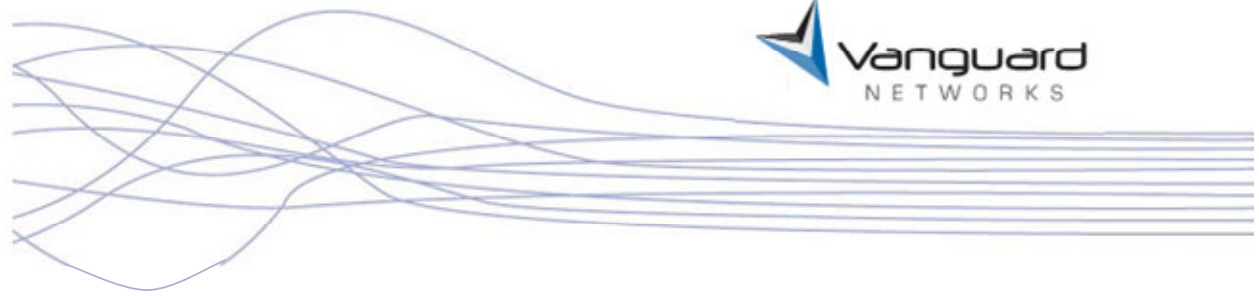
Founded in the sixties, the institution has strong capabilities in corporate banking, commercial credit, international trade financing, treasury and money market operations, trust banking and consumer financing. With offices and branches dispersed widely across parts of south-east Asia, the bank sought reliable hardware that could consistently manage multiple protocols (including analog and digital protocols in the same router) as well as a tropical marine climate.

For the new millennium the bank is busily transforming into a full service banking and

non-banking organization. The bank's current network supports serial protocols for ATMs and other banking devices connected in a token-ring architecture. Products from Vanguard Networks help the bank route POTS to more remote locations while juggling SNA (systems network architecture) protocols and the ubiquitous Internet Protocol over a Frame Relay network.

"This year our entire backbone will be replaced," said the Vice President of Network Operations. "We will be migrating to MPLS [multi-protocol label switching] and leveraging VOIP and IP technologies. We have new internal applications that will streamline both banking and technology operations and eliminate a lot of equipment."

"We know that technology has advanced, and we considered some of the other vendors out there today," he added. "In the nearly 20 years since we purchased our first Vanguard Networks product, still nothing compares. With support from Vanguard Networks, we are able to service most of our equipment, including troubleshooting and diagnosis, which is good because we know



how to optimize the configuration for our environment.”

## **Solution**

As a longtime vendor to this financial institution through a local reseller, Vanguard Networks is in a unique position to help the company reach across physical and technical divides and create an all-digital banking network. With remote locations that could not be reached for on-site service within hours, Vanguard Networks equipment provides long-term reliability, stability and a high rate of return on investment; some of the equipment to be retired has been in service for more than a decade.

Initially the bank has purchased 60 new routers to service automatic tellers and new branches. With Vanguard’s track record of meeting the bank’s needs, the bank expects to replace every router in the current network with a new Vanguard Networks router over the next three years and roll out new, more modern applications.

Still, the bank faces obstacles that many banks elsewhere may not have to consider. For that reason they are considering secure wireless technologies for backup purposes as branches on some islands have unreliable POTS only.

In addition to the bank’s main host site, which will also receive a Vanguard Networks router “makeover,” the bank maintains a ‘hot’ recovery site several miles away. This year the bank will also retire its

older mainframe and replace it with a state-of-the-art client-server architecture.

## **Benefits**

Among the benefits of the upgrades that the bank hopes to leverage immediately is it better positions the bank to service small- and medium-size businesses, the region’s growth sector. And because new routers can perform more functions than older models, the upgrade will eliminate a lot of equipment that generally has a larger footprint and uses more energy.

**‘We considered some of the other vendors out there today. In the nearly 20 years since we purchased our first Vanguard Networks product, still nothing compares. With support from Vanguard Networks, we are able to service most of our equipment, including troubleshooting and diagnosis...’**

**- VP of Network Operations**

Lastly, the bank’s information technology personnel understand, service, and troubleshoot the routers, leading to more customization for the bank’s needs now and in the future.

Vanguard Networks  
25 Forbes Blvd.  
Foxboro, MA 02035  
U.S.A.  
Phone: +1 (508)964-6200  
Fax: +1 (508) 543-0237  
[www.vanguardnetworks.com](http://www.vanguardnetworks.com)

