



Success Story

Banking

Fortune 500 Bank in China

As part of the nationwide expansion and modernization of its banking services, a Fortune 500 bank in China chose SUSE® Linux Enterprise Server to support its branch-level operations. The solution has reduced the cost of ownership for remote locations by around 50 percent.



Overview

With tens of thousands of branch offices in both urban and rural regions, this bank is one of the largest full-service retail and commercial banks in China. The bank offers business and personal banking in branches, by telephone and over the Internet, and runs a large ATM network.

Challenge

Providing millions of existing and new customers with reliable and secure ATM, bank card, credit card and online banking services is a significant challenge, primarily because the number of accounts the bank manages is rising rapidly. For example, the bank currently has more than 200 million bank cards in issue, a figure currently growing by more than 350 percent annually.

Many of the latest services, such as online banking, are experiencing exceptionally rapid uptake, placing immense strain on the IT infrastructure. Maintaining thousands of proprietary servers was expensive, and it was difficult to make centralized services available locally in a cost-effective manner.

“We chose SUSE Linux Enterprise Server for its maturity and low total cost of implementation and operation.”

IT System Administrator
Software Development Center

“We want to provide the most modern banking services to our customers, whether they are at home, in the office or on the move,” said the IT System Administrator at the bank’s Software Development Center. “As our branch operations continued to grow, we needed to reduce the cost of providing IT services while improving uptime and performance.”

Solution

The bank was relying on mainframes in its central data processing centers, with UNIX-based systems in regional and branch offices. When support for one of its chosen UNIX variants was discontinued, the bank looked for an alternative platform that would enable greater autonomy for the branches.

The bank selected SUSE Linux Enterprise Server as its strategic platform for branch-level operations. The new operating system enabled it to replace numerous costly proprietary servers with lower-cost, Intel processor-based servers, and to move more services under the control of the branches themselves. The bank continues to run both mainframes and high-end proprietary UNIX-based servers for the top two tiers of its infrastructure.

“We chose SUSE Linux Enterprise Server for its maturity and low total cost of implementation and operation,” said the IT System Administrator. “The software is so simple to install and operate that many

■ Industry and Location

Banking, China

■ Products and Services

SUSE Linux Enterprise Server

■ Results

- + Reduced cost of ownership by 50 percent
- + Enabled greater flexibility in choice of hardware
- + Improved performance and availability

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IT System Administrator
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branches are able to maintain it themselves. They can now run applications locally, integrated with the central banking systems, to provide excellent banking services at every level.”

In the past, banking applications ran centrally and branches had limited access to live data. This approach limited the roll-out of new services, which the central IT department had to support on costly proprietary systems. With SUSE Linux Enterprise Server, customer service applications run locally using customer data sourced from the core systems, enabling faster and more responsive services.

“With SUSE Linux Enterprise Server, we are able to choose the most appropriate place to run any application—in the local branch, in a regional head office, or centrally,” said the IT System Administrator. “The built-in ability of SUSE Linux Enterprise Server to cluster servers allows us to add capacity to systems if demand for an application such as online banking rises, giving us the flexibility to handle growth very cost-effectively.”

Results

With SUSE Linux Enterprise Server in place, the bank has reduced the total cost of running its branch-level infrastructure by around 50 percent, with improved system response and uptime.

“SUSE Linux Enterprise Server reduced the total hardware investment, and helped cut our administration costs,” said the IT System Administrator. “The platform’s high availability means that we spend less time and money on routine maintenance. SUSE Linux Enterprise also provides better performance for branch staff, enabling them to serve customers more rapidly and efficiently.”

By implementing SUSE Linux Enterprise Server in its regional and branch offices, the bank is now able to roll out new applications rapidly at every level. With the dramatic growth in customer numbers and the constant introduction of new customer products such as mobile banking, the ability to implement new services quickly and at low incremental costs are key advantages in the competitive Chinese banking marketplace.

“In the past we could only run new applications centrally, and found it difficult to provide the services at the branch level,” said the IT System Administrator. “We are now able to bring new services to millions of customers more rapidly and at lower cost. SUSE Linux Enterprise Server meets the bank’s demands for stability, flexibility and scalability, allowing us to manage very high growth rates with a cost-effective, standardized solution.”



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