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M. Iskandar, Chief of Technology and Finance Controller, Bank Sumsel

Business Profile

Company Name:
Bank Sumsel

Headquarters:
Palembang, South Sumatra,
Indonesia

Industry:
Banking and Finance

Target Market:
Consumers and Small/Medium
Business

Implementation Team:
PT. Multipolar Tbk.

Business Environment:

- Founded in 1957, Bank Sumsel now serves 500.000 customers
- Assets: 6.847.128 trillion (IDR)
- Employees: More than 1000
- Present in over 60 offices and branch locations throughout the region
- Provides the full range of banking services, from checking and savings to loans, online bill payment, EDC and more

Vision Solutions Product:
MIMIX HA

Critical Issue

Bank Sumsel is a leader in its market, and leaders must always think ahead. To maintain its position as a leader in providing banking and financial services to the dynamic, rapidly expanding and modernizing South Sumatra province of Indonesia, Bank Sumsel cannot simply meet current customer expectations. It must always be looking into the future and understanding what banking and financial services customers will demand tomorrow, and then begin today to build and improve its systems and operations.

Results

- Assured availability of banking services, 24 hours a day / 7 days a week.
- Minimize unplanned network and application downtime.
- Enhanced customer and banking information security.
- Ability to confidently develop new and innovative electronic banking service delivery channels.

Technologies

- IBM Power Systems servers models i570 and i550
- MIMIX HA

Business Challenge

As leading provider of financial resources for business activities in South Sumatra, Bank Sumsel must continuously improve the quality of its business operations to meet the rising expectations of its customers, especially as the province of South Sumatra is experiencing great economic growth and development. To provide the most modern and effective banking systems for its customers, Bank Sumsel needed to ensure uninterrupted access to its multiple online and electronic delivery channels such as ATM, mobile banking, internet banking, phone banking or networked branch services.

To achieve this goal, Bank Sumsel needed an Information Technology partner who could provide comprehensive solutions that would ensure its customers can quickly access their account information and provide secure and uninterrupted banking and financial services 24 hours a day, seven days a week.

"With intense competition in the Indonesian banking sector, Bank Sumsel must ensure it is well positioned to offer the best products and services expected by customers," said Asfan Fikri Sanaf, President Director, Bank Sumsel



Solution

After conducting due diligence over a number of information technology vendors, Bank Sumsel selected PT. Multipolar Tbk. as its partner, because of Multipolar's decades of experience, especially in the critical banking system solutions implementation.

"We turned to PT. Multipolar Tbk. for their experience in the finance sector. They have a strong record of implementing comprehensive and integrated banking solutions, including risk management and syariah banking applications," Mr. Asfan noted. "With these tools in hand, Bank Sumsel will be ready to fully embrace the digital age and collaborate efficiently with other regional banks in Indonesia."

After collaborating with Multipolar to plan, design and implement its new IT requirements, Bank Sumsel is now able to run two separate data centers, one in Palembang (using an IBM i550 server) and the other in Jakarta (using an IBM i570 server). The data centers are linked together using Vision Solutions' MIMIX HA application, which ensures Bank Sumsel's business continuity, virtually eliminating server downtime that can paralyze a banking network.

"The MIMIX HA solution has definitely helped reduce downtime and improved our response to our branches and customers. It has helped us maximize customer satisfaction by ensuring the continuous availability of the systems responsible for their transactions," said Mr. M. Iskandar, Bank Sumsel's Chief of Technology and Finance Controller. "This has led to a significant revenue improvement, as we can now focus on providing the best banking services in the region since Bank Sumsel's systems and servers will always be online to respond to our customers' needs."

Using the IBM i550 and i570 servers as a foundation, Bank Sumsel possesses a robust solution that is scalable and adaptable to any future changes. The IBM servers include features such as the IBM DB2 database, built-in security, virus resistant software, scalable online transaction processing (OLTP), as well as systems and network management. The IBM server platform is ideally suited for the deployment of critical applications, offering exceptional business resiliency, high security and low operations costs, a combination that will ensure a company's IT staff is able to focus on supporting new growth and business initiatives.

On the software side, the MIMIX HA solution ensures that both servers can provide uninterrupted service by replicating Bank Sumsel's production environment to its backup servers in real-time and with zero data loss. In line with the revamped network infrastructure designed by Multipolar, MIMIX HA seamlessly integrates data replication and backup processes, and allows Bank Sumsel to manage real-time system configurations and to execute upgrade and maintenance procedures during regular business hours, without downtime. With its strong support of multiple application environments and network topologies, MIMIX HA provides Bank Sumsel with a fully integrated high availability solution.

The combined solution from Multipolar and Vision Solutions provides Bank Sumsel with a technology foundation it can build upon for many years to come, maintaining its position as a leading bank in the region.



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