



“Vision Solutions ORION has definitely helped reduce down time and has improved our response to branches and customers. It has helped us maximize customer satisfaction by ensuring the continuous availability of our systems.”

Business Profile

Company name:
Commercial Bank of Ceylon, Ltd.

Headquarters:
Sri Lanka

Industry:
Banking and finance

Employees:
Over 1,200 back-end system users

Business Environment:

- Repeated winner of prestigious industry awards such as the “Best Bank in Sri Lanka” by Global Finance magazine (NY) and “Bank of the Year, Sri Lanka” by The Banker magazine (UK)
- Track record of providing superior value and services while effectively managing risks and costs.
- Equipped with modern technology, the Bank’s mission is to deliver optimum value to its customers and all other stakeholders.
- Rated AA+ (sri), Commercial Bank has the highest credit rating among local commercial banks.
- Provides the largest ATM network of any Sri Lankan bank with over 260 locations to serve customers.

Vision Solutions Product:
ORION™ HA for i5/OS®

Critical Issue

As an organization dedicated to delivering superior value to all of its stakeholders, Commercial Bank of Ceylon holds managing risks as an important tenet of its business strategy and it selected ORION™ HA for i5/OS® from Vision Solutions as a key element of that strategy.

Results

- Enables a return to normalcy within minutes rather than days or weeks.
- Deployed with minimal impact to IT.
- Showed a positive ROI in approximately three months.
- Key element of a business continuity plan for compliance purposes.
- Reduced planned downtime from 120 hours a year to only 40.
- Able to scale and grow with the Bank as it continues to service the expanding financial market in Asia in the coming years.

Technologies

- ORION™ HA for i5/OS® from Vision Solutions
- IBM® System i

Business Challenge

Commercial Bank of Ceylon understands the importance of maintaining customer confidence by demonstrating continuous and smooth operations. With over 140 branches across several countries, business continuity planning is an ongoing priority for Commercial Bank.

Commercial Bank is no stranger to the potential of natural disasters, having survived and thrived since the December 2004 tsunami that devastated the coastal communities of Sri Lanka. Ensuring that core banking operations are available in the event of natural disasters, terrorism or other interruptions to system availability such as power or telecommunications outages is a top priority for the Bank.

One of the key challenges to providing superior service is to ensure availability for core banking applications such as the ATM network and Fiserv ICBS. With a 99.9 percent System Availability target, an important consideration is how best to ensure availability for multiple regions with multiple time zones requiring 24/7 access.

Regulatory compliance measures such as Basel II are also driving demands for demonstrated business resilience. The Basel II international standard requires organizations to exercise due care to ensure that necessary data is available and to demonstrate that specified operations can be maintained or recovered in a timely fashion in the event of a disruption.

Commercial Bank was looking for a high availability (HA) solution that was easy to implement and included local technological expertise for initial and on-going support. In addition, an important component was the ability to leverage native functionality for the System i, such as the local and remote Journaling capability of i5/OS.



Solution

Commercial Bank selected ORION™ HA for i5/OS from Vision Solutions. Leading service provider Vanda Group implemented ORION HA, and the process was straightforward and seamless. Vanda Group led the deployment and provided expert guidance to optimize ORION for the Bank's unique needs.

For Commercial Bank, the ORION HA solution supports a complex IBM System i environment processing millions of transactions daily with minimal or no impact to production applications. ORION HA enables hot-swaps between locations to ensure continuous business operations and reduce planned and unplanned downtime.

With ORION HA, Commercial Bank is able to meet new Risk Management objectives and demonstrate recovery point and recovery time objectives by successfully role-swapping between production and DR sites in a short time.

Commercial Bank is able to switch easily to its DR site to test, perform maintenance, and recover from system and site failures with minimal systems administrator time and minimal impact to the production environment.

As part of a larger Business Continuity Plan, ORION HA allows Commercial bank to return to normalcy within minutes rather than days or weeks. As a result, Commercial Bank is able to meet the business resiliency targets set by Basel II and other regulations.

Among other significant benefits of ORION HA, Commercial Bank succeeded in reducing planned downtime from 120 hours a year to only 40. By increasing the ATM system's business resiliency, Commercial Bank was able to demonstrate a tangible ROI for the HA system in a little over three months.

Commercial Bank was the first bank in Sri Lanka to implement 24-hour replication for core banking applications, and today the Bank has the highest level of system uptime in the country.



17911 Von Karman Avenue, Suite 500, Irvine, CA 92614
1-800-957-4511 ▪ 1-801-799-0300 ▪ visionsolutions.com



◆ High Availability ◆ Disaster Recovery ◆ Systems and Data Management ◆