



“Customer satisfaction is our primary goal. With ORION HA for i5/OS from Vision Solutions, we can guarantee the high availability we need to serve our customers 24 hours a day—that’s the exact return we were hoping to gain on our investment.”

Sasa Ritz, Deputy Operations Manager
Raiffeisenbank Austria d.d. Zagreb

Business Profile

Company name:
Raiffeisenbank Austria d.d. Zagreb
(RBA)

Headquarters:
Croatia

Industry:
Banking

Transaction Volume:
Over one million transactions per day

Business Environment:

- Personal and corporate banking
- 28 branches
- Part of Austria’s Raiffeisen Zentralbank
- Strong technological base
- Numerous local and international awards for high quality service

Implementation Team:
Vision Solutions U.S.
IBM Croatia

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

Critical Issue

With the expansion of 24/7 credit and debit card use, RBA needed to harden the systems involved in clearing these transactions. Existing recovery capabilities were limited in terms of the number of users and transactions they could accommodate. Furthermore, these transactions could not be cleared in real-time, which represented a liability for the bank.

Results

- Downtime caused by hardware or software failures is now measured in minutes and not hours
- Off line intervals resulting from planned maintenance is virtually eliminated
- Third party backup services are no longer needed
- No exposure to possible losses resulting from transactions that cannot be cleared in real-time.

Technologies

- ORION™ HA for i5/OS®
- Production Machine: IBM System i model 520-0902
- Remote Backup Machine: IBM System i model 520-0902
- Euronet Integrated Debit Card Solution (IDCS)
- DB2/400

Business Challenge

RBA uses card processing and authorization software from Euronet, one of Europe’s top providers of software for financial institutions. Euronet IDCS handles debit cards, and helps the bank quickly process online transactions. RBA’s clients rely on universal acceptance of their credit and debit cards and the only fallback system in place for clearing debit card transactions was a “stand-in” service provided by their third-party card processor, which was limited to small amounts in offline authorizations. This service was not able to cover the many transactions that would be lost if the card processing application went down.

“We are running a full online debit card system and high availability is critical,” according to Sasa Ritz, the banks deputy operations manager. “We must offer our clients excellent service, so it is not acceptable to have any downtime in our card system. Cards have become as vital as cash, and it is very important for our clients to have their money available at all times.”



Solution

To ensure the completion of credit/debit card transactions, and underpin the stability of the systems used for these processes, RBA implemented an IBM System i high availability backup server with ORION HA for i5/OS from Vision Solutions to replicate data between the source and target server. Orion HA for i5/OS—developed specifically to provide managed availability in accordance with the System i server—ensures that RBA has an automatically-updated backup system that can seamlessly resume processing in the event of a hardware or software failure, or when system maintenance or upgrades are performed. By ensuring a smooth, uninterrupted process, Orion HA for i5/OS preserves the accuracy and integrity of each credit and debit card transaction.

One of the primary reasons RBA selected ORION HA for i5/OS was its easy and fast implementation. The installation took only three days and that included training. “Implementation was completed very quickly and professionally by the Vision staff and Vision’s partner, IBM Croatia,” Ritz adds. IBM Croatia also provides ongoing support for the system so time zone and language issues do not exist.

Scheduling downtime for maintenance is no longer a concern because maintenance can be performed on the production system while users execute transactions on the backup machine. “With ORION HA for i5/OS, our systems engineers are able to plan system outages, handle the scheduled maintenance of machines and manage regular software upgrades without production delay.”

Ritz regards the implementation of ORION HA for i5/OS as a complete success. “Now that it’s in full production, Orion HA for i5/OS has proven itself to be a stable system that is easy to use and gives us confidence that our credit and debit card processing is protected.”



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