



SUCCESS
STORY



RAIFFEISEN BANK INTERNATIONAL invests in the future with IPANEMA

www.ipanematech.com

AT A GLANCE

INDUSTRY

- Financial Services

COMPANY

- HQ in Vienna, Austria
- Business in Austria and across Central and Eastern Europe
- 56,000 employees
- Presence in 17 markets
- 3,000 sites
- 3 data centers
- 25+ regional banks connected to the WAN

CRITICAL APPLICATION

- Core critical banking applications
- Various applications based on HTTP, HTTPS as well as Internet and Intranet usage

CHALLENGES

- End-to-end control of applications running across the network
- Make the network ready for future challenges and transformations
- Eliminate network congestion and/or service interruptions in order to
 - Guarantee no loss of continuity
 - Ensure security and privacy over 3rd party infrastructure

CHOOSING IPANEMA

- Full visibility of network usage and application performance
- Automated task management
- Proactive and reactive helpdesk thanks to the Autonomic Networking System (ANS)

OBSERVED BENEFITS

- Improved overall visibility for better control
- Network performance optimization thanks to the Autonomic Networking System (ANS™)
- Business continuity is guaranteed even in congested network situations
- Network predictability enabling a strategic approach to management

By taking full control of its network Quality of Service, RBI protects and guarantees the continuity of its core banking activities in Central and Eastern Europe

COMPANY

Raiffeisen Bank International AG (RBI) (www.rbinternational.com) originated from the merger of Raiffeisen Zentralbank Österreich AG's (RZB) customer business segments with Raiffeisen International Bank-Holding AG. RBI considers Austria, where it is a leading corporate and investment bank, and Central and Eastern Europe (CEE) as its home markets. In CEE, RBI operates an extensive network of bank subsidiaries, leasing companies and a range of other specialized financial service providers in 17 markets. 56,000 employees service over 15 million customers through 3,000 business outlets in the region.

Historically, RZB is considered both the lead and central institute of the Raiffeisen Banking Group (RBG). In this function, RBI delivers central services for the directly affiliated institutes, the Raiffeisen regional banks. RZB organizes common solutions within the Group and for the Raiffeisen Banking Group.

CHALLENGES

RBI's WAN is made up of 25+ regional banks located mainly in Central and Eastern Europe. This MPLS VPN network is operated by Orange Business Services. At the corporate level, RBI's dedicated Infrastructure Team is responsible for developing services and projects to support and guarantee network continuity for the day-to-day international banking business.

RBI was already using Classes of Service for traffic management on its Wide Area Network (WAN), but the visibility offered was too superficial; RBI lacked visibility and dynamic control of its technology. Within a given Class of Service, it was impossible to differentiate applications and to allocate an adequate amount of bandwidth according to their criticality. The additional security requirement for traffic encryption over this 3rd party operated WAN restricted visibility and granularity even further.

The Infrastructure Management Team estimated that its overall visibility on the network was insufficient to understand and drive application performance from top to bottom. They needed to ensure that the network was correctly positioned to respond successfully to future challenges. RBI's network needed to evolve to allow the Infrastructure team to take full control and address bigger projects.

"We wanted to see deeper into the granularity of our business critical applications to be able to guarantee their performance in real-time and under any circumstances. We wanted to be completely prepared for bigger deployments on our network. We simply wanted to get ready for future challenges," explains **Vladimir Simunovic, Team Manager** at RBI. This reflects RBI's corporate ambition: *"to be built on a future-oriented and highly efficient organization and modern technology."*

Using the existing Classes of Service network, the competition between business critical and non-business critical applications could not be avoided, leading to serious consequences including loss of performance caused by network congestion or, even worse, network interruptions, impacting both numerous banking transactions and the productivity of the entire bank. It was top priority to move away from such risk factors threatening RBI's network continuity with a disastrous impact on enterprise productivity and data integrity.

Beyond the Network...

ipanema
Technologies



www.ipanematech.com

Ipanema develops next-generation solutions for enabling large enterprises to have full control and optimization of their global network; private cloud, public cloud or both.

The Ipanema System unifies performance across hybrid networks. It dynamically adapts to whatever is happening in the traffic and guarantees constant control of critical applications. It is the only system with a central management and reporting platform that scales to the levels required by Service Providers and large enterprises. With solutions used extensively by many of the world's largest telecom providers and enterprises across business and public sectors, Ipanema controls and optimizes over 100,000 sites among 1,000+ customers.

Ipanema enables any large enterprise to institute WAN Governance for aligning and automatically managing WAN performance according to business objectives. Ipanema solutions guarantee business application performance and continuity in a cloud computing world—anytime, anywhere. Using Ipanema, enterprises:

- **Enable Cloud-Ready Network**
- **Guarantee user experience**
- **Accelerate business applications**
- **Unify hybrid networks**
- **Save on IT costs**

CHOOSING IPANEMA

The RBI Infrastructure Management team looked for a comprehensive WAN management solution. Among the list of criteria to be fulfilled, the solution provider had to deliver not only visibility, but also offer a system able to identify network changes and be capable of adapting to them in real-time.

RBI conducted an evaluation of several WAN Optimization solutions – among them Riverbed, Juniper, Blue Coat and Ipanema, which was introduced to Raiffeisen by its partner Controlware, a leading independent system integrator for Austria, Germany and Switzerland*.

Offering the most complete range of monitoring and reporting features, as well as proactive helpdesk support, RBI selected Ipanema. **Vladimir Simunovic** says *"We chose Ipanema because this solution offered the most detailed Quality of Service, an excellent overview of application performance and the possibility to configure tele-engines; whereas you have to deploy hardware on each location with other solutions. It makes the Ipanema Solution flexible and highly scalable. In addition, Ipanema's concept of 'Autonomic Networking' fitted perfectly into our environment. These advantages led to our final decision."*

The deployment phase was very short. *"During all deployment stages, Ipanema has been at our side supporting us with a very high level of technical consultancy. The solution has been very easy to install."* The majority of tele-engines have been implemented in Eastern Europe. RBI uses the Visibility, Optimization and Compression features of the Ipanema solution.

OBSERVED BENEFITS

■ Full visibility on network usage and application performance

Since its implementation, the Ipanema Solution has performed as expected by RBI. *"The Ipanema solution has fulfilled all our initial requirements," Simunovic* said. *"It gives us a much more detailed view on the applications running on our network. We now know exactly which applications are used, how often, on which location, by whom. We can control our network from top to bottom."*

■ Automated tasks management

"Ipanema offers a complete range of monitoring and reporting features. We use the daily or weekly reports within the Management Infrastructure team and with our local site managers when we identify a specific problem that needs a local intervention." The monthly reports are shared with RBI's management team and network strategic decisions are often based on their results. With Ipanema, RBI is also in position to better orientate and drive discussions with its network provider, Orange Business Services.

■ Proactive and reactive helpdesk thanks to the Autonomic Networking System (ANS™)

"From a pure technical perspective, the Ipanema Solution is very impressive; the management of round-trip delay time is particularly powerful," stresses **Simunovic**. *"The Ipanema Solution not only alarms us when a problem occurs, but it adapts almost simultaneously in order to solve it. Most of the time, we don't even need to intervene. Our network performance is very well documented."* Network bottlenecks have been prevented. RBI's Infrastructure Team has reduced its daily work and now has more time to concentrate on specific, long-term infrastructure projects. The Ipanema Solution is implemented in a way that does not impact the encryption requirements of the WAN, but still provides visibility and control of the various traffic flows.

■ Predictability of the network for a strategic approach

Thanks to Ipanema, RBI is now confident in the capability of its network to resist external threats and to successfully face new challenges. Ipanema is now part of RBI's solution portfolio and can be deployed to any subsidiary that needs to control its application flows.

*Controlware GmbH - www.controlware.de - Since its inception in 1980 Controlware has accumulated extensive experience in the design, delivery and maintenance of advanced, cost effective IT networking solutions. By specializing in the integration of communications solutions, application delivery, physical security, IT security, management and network video solutions Controlware offers a range of turnkey solutions that can be uniquely customized to meet exact requirements.