Leading Indonesian Bank Achieves Six-Fold Increase in Application Speeds

Bank Central Asia Indonesia (BCA) enhances application speed, increases service turn-around and achieves cost-savings with Cisco's Wide Area Application Service

EXECUTIVE SUMMARY

Bank Central Asia Indonesia (BCA)

- Largest private bank in Indonesia
- Offers wide array of transactional and financial services

Challenge

- Encountered slow application response times
- Decrease in user productivity
- Upgrade network speeds without acquiring costly bandwidth

Solution

- Cisco Wide Area Application Services (WAAS)

Results

- Applications are accessible quicker
- Users in branches have gained more productivity
- Bank has experienced more cost savings

Introduction

First founded on 21 February 1957 as Bank Central Asia NV, Bank Central Asia Indonesia (BCA) has grown by leaps and bounds to become the largest private bank in Indonesia.

BCA was publicly listed in 2000, and is currently owned in majority by Mauritius-based Farindo Investment, Ltd, a subsidiary of Farallon Indonesia (Farindo).

Providing a wide array of transactional services to meet specific customer needs, BCA also functions as a financial intermediary, and has played a big part in developing the Indonesian financial landscape.

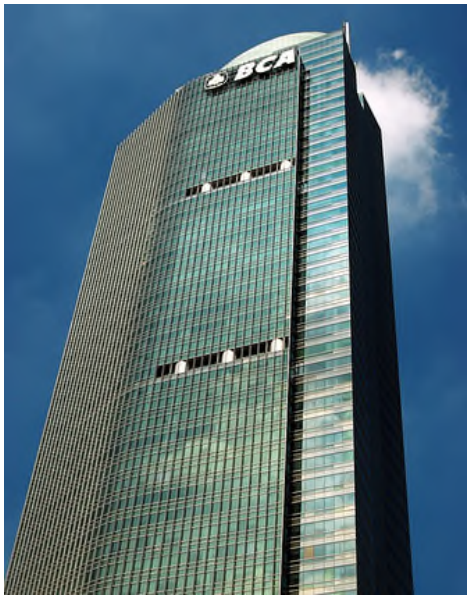
Equipped with a comprehensive network within Indonesia, BCA boasts the biggest electronic channel and the largest network in Indonesia.

Today, BCA continues to strengthen its tradition of good corporate governance, full compliance with regulations, sound risk management and the commitment to its customers – both as a transactional bank and an institution for financial intermediation.

Business Challenge

With branches and ATM networks located throughout Indonesia, BCA branch offices were encountering slower application performance. This resulted in delays and a loss in productivity, and BCA saw the need to quickly improve on the response times for their applications.

As these branches were located far from BCA's main datacenters, it was thought that increasing bandwidth might solve the problem. However, it was found that just improving the bandwidth provided minimal performance improvements, at a prohibitively high cost. BCA required a solution that was both cost-effective and capable of speeding up the bank's applications.



"In looking for a suitable solution, we came across several options that presented increasing our bandwidth. However, due to high bandwidth costs, these solutions were not viable, as just increasing bandwidth did not improve application performance, nor could the applications be modified to work well across the WAN. It was fortunate that we did find the answer eventually, with Cisco's Wide Area Application Services," said Hendra Justiwan, Senior Manager for Bank Central Asia Indonesia (BCA).

Solution

As the solution had to be capable of fully integrating with the existing infrastructure, without compromising security, and meet future application requirements, BCA started looking at suitable candidates that could meet their expectations.

BCA had considered offerings from other companies such as Riverbed and Bluecoat. After conducting comparisons through a Proof of Concept and deep technical analysis, they came to the conclusion that Cisco had the most appropriate solution for their needs.

BCA deployed Cisco's Wide Area Application Services (WAAS) – a comprehensive WAN (Wide Area Network) optimization solution. Capable of boosting application speeds over the WAN, it also helps IT departments consolidate their applications and storage in the datacenter, while maintaining LAN-like application performance across the WAN.

The main reasons that WAAS was selected included:

- Delivering the best acceleration while ensuring end-to-end visibility and security
- The ease in integration with other equipment in the network
- Meeting technical requirements
- Competitive pricing
- Excellent support from Cisco and their partners.

Together with a certified partner, staff members of BCA worked to deploy WAAS utilizing a template that fit easily into each branch office. Using both a datacenter and branch office deployment method, they deployed two Cisco Wide Area Application Engine 7341s (WAE-7341) at in datacenters located at Wisma Asia II and Menara BCA. These datacenters were then linked through the wide Area Application Engine 512 (WAE512) to branch offices. In total, 120 branch offices were connected without complications. The implementation period lasted from January to June 2010.

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downtime for upgrading – meaning upgraded branches can continue to operate alongside pre-upgraded branches," said Hendra.

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Results

Since implementation, the WAAS solution was able to perform to BCA's exacting standards. "Expectations have been met. The users are extremely satisfied with the improved performance," said Debbie Santoso, Cisco Account Manager for BCA.

WAAS's advanced application-specific compression technology allows it to deliver the best optimized traffic depending on the different types of traffic. This in turn allowed emails to be sent 12.5 times faster, and branch applications to run 6.7 times faster than before.

BCA staff have provided positive feedback to the change in application access times, and have stated that they are witnessing significant improvements that will allow them to increase productivity.

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> - Hendra Justiwan, Senior Manager, Bank Central Asia Indonesia (BCA)

BCA is also privy to sensitive financial information for clients, and this data must be protected from malicious attacks. The WAN optimization solution is positioned behind the firewall at datacenters, allowing no compromise or leaks within the firewall. WAAS's full transparency solution and easy integration with existing firewall helps to ensure end-to-end interoperability.

"WAAS easily integrates and interoperates with existing network traffic managers like Fluke, allowing us to easily manage and monitor network traffic performance," said Prastowo Yuliarso, Cisco Data Center Systems Engineer for BCA.

Cisco's WAAS solution is also equipped with a fail-to-wire feature, a redundancy feature that allows the bank's users to continue working even if the appliance fails, albeit at the cost of acceleration.

With faster, reliable and secure applications, productivity in the branches has improved dramatically. “Application access become much faster, and internal users were very happy,” said Hendra.

PRODUCT LIST

- Cisco Wide Area Application Service
- Cisco Wide Area Application Engine 7371 Platform
- Cisco Wide Area Application Engine 512 Platform

The Cisco WAAS solution also enabled BCA to achieve extra cost savings in terms of its IT budget. With WAAS's lower cost of ownership, BCA is enjoying an increase in its profit margins. “WAN bandwidth utilization has been reduced 70% on average. This reduced WAN bandwidth consumption and improved performance helped to improve user experience without additional expensive WAN bandwidth upgrade,” said Hendra.

For More Information

For more information on the Cisco Wide Area Application Services, visit: www.cisco.com/web/go/waas

For more information on Bank Central Asia Indonesia, visit: www.klikbca.com

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