

Indonesia's Leading State-owned Bank

Doubles Banking Application Speed

Bank Rakyat Indonesia Syariah accelerates applications, improves service speed and generates cost-savings with Cisco's Wide Area Application Service

EXECUTIVE SUMMARY

Bank Rakyat Indonesia Syariah

- Part of the leading state-owned bank of Indonesia
- Offers banking services catered for micro, small and medium businesses

Challenge

- Slow application response times in branch offices
- Disruption in user productivity
- Upgrade network without acquiring expensive bandwidth

Solution

- Cisco Wide Area Application Services

Results

- Applications can be accessed with little or no delays
- Branch office users have become more productive
- Organization experiences more cost savings

Introduction

As part of one of the largest banks in Indonesia, Bank Rakyat Indonesia Syariah (BRIS) plays a pivotal role in the development of the Indonesian economy. Offering services based on Islamic principles, BRIS's banking operations prioritizes services for micro, small and medium businesses, with the aim of supporting the people's economy. The institution's backs its customers through a network spread all over Indonesia, supported by professional human resources.

BRIS operates under Bank Rakyat Indonesia (BRI), Indonesia's first state-owned bank. Starting out in 1960 as a small financial institution, BRI has evolved into a financial powerhouse in the country and region. In 2003, BRI became a publicly listed company, divesting 30 percent of its shares to the public. BRI's shares have increased since then, and have been included in the Blue Chips shares of

the LQ45 group. Currently, the public owns 43 percent of BRI's shares, and BRI continues to be a mainstay in the growing Indonesian economy.

Business Challenge

Through the years, BRIS has set up numerous branch offices in different regions to service customers all throughout Indonesia. As these offices are located far away from BRIS's main datacenters, many users in these remote locations were finding it difficult to access mission-critical applications. "Extended delay times are a problem amongst our branch office users," said Rionando, Network Telecommunication Manager, BRIS. "Many were finding our services such as loan and banking applications unresponsive," he continued.

Slow application times were also giving rise to loss in productivity. "Our branch office users feel that delayed application delivery has hampered their productivity somewhat. They believe that with more reliable access, they could provide better services to BRIS's customers," Rionando said.

BRIS quickly saw this need to improve the response times of their applications. However, they also knew that they had to resolve this issue in a cost-effective manner. "In our search for a suitable solution, we came across services that offered to increase our bandwidth. However, bandwidth additions can be very costly. Fortunately, we found the answer eventually – a technology that could speed our applications without the burden of high IT budgets."

Solution

BRIS came across Cisco's Wide Area Application Services (WAAS) solution during a technology event in 2007. "We quickly realized that it was the right fit for our IT needs," said Rionando. "We wanted a WAN optimizer solution that could be easily implemented and work transparently in an existing environment. Cisco WAAS fulfilled both criteria. It could be installed onto our network which already had Cisco devices, as well as work with QoS, security, site to site VPN that are part of the network blue print design," Rionando added.

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- Rionando, Network & Telecommunication Manager, Bank Rakyat Indonesia Syariah (BRIS)

WAAS is Cisco's comprehensive WAN (Wide Area Network) optimization solution. It boosts application speeds over the WAN, delivering rich applications and video to branch offices and local hosting capabilities to branch-office IT services. WAAS helps IT departments to consolidate their applications and storage in the datacenter, while maintaining LAN-like application performance across the WAN. Organizations that use WAAS can enjoy:

- Application acceleration
- IT consolidation and WAN optimization
- Branch IT scalability
- Reliable data protection

The entire implementation period lasted from June to November 2009. Together with a certified Cisco partner, BRIS staff members worked quickly to implement the system. They deployed a Cisco Wide Area Application Engine 7371 (WAE-7371) in the datacenter and connected it to Wide Area Virtualization Engine 274 (WAVE-274) appliances in the branch offices. In total, BRIS managed to establish WAAS in 60 branch offices without complications.

Results

Since its implementation, the WAAS solution has performed to BRIS's expectations. "The WAAS solution has fulfilled all our business requirements," Rionando said.

BRIS has witnessed an increase in application speeds. WAAS technologies like Data Redundancy Elimination, Lempel-Ziv compression, TFO and application specific optimization have greatly reduced network latency over the WAN. "The amazing thing about Cisco WAAS is that it can ensure LAN-like application performance for all our branch offices, within our centralized and standardized IT infrastructure," Rionando said. BRIS staff have been giving positive feedback to application response times, stating that they have seen significant improvement from pre-WAAS days.

"Thanks to the reduced network latency, our employees find it easy to access critical applications like trading and banking services in branch offices. Our core banking application – Temenos – has become twice as fast with 50 percent compression. Our web-based applications are performing even better, becoming seven times faster with 80 percent compression."

- Rionando, Network & Telecommunication Manager, Bank Rakyat Indonesia Syariah (BRIS)

The WAAS solution also ensures the high availability of BRIS's applications. The solution has a built-in fail to wire feature to counter the effects of downtime in case of appliance failure. During hardware failure, this capability will ensure business continuity by providing branch users access to applications - but without WAN acceleration. "As a banking organization, our clients trust us with sensitive financial information. It is important that we should provide them the required services whenever the need arises," Rionando commented.

BRIS's sensitive financial information must also be protected from malicious influences. Fortunately, Cisco WAAS is highly interoperable with BRIS's security settings. "The WAAS solution is extremely transparent. It is very compatible with our existing security configurations such as Access Control List and site-to-site Virtual Private Networks," Rionando said. With WAAS, BRIS's applications are well protected from data breaches and intrusions.

PRODUCT LIST

- Cisco Wide Area Application Service
- Cisco Wide Area Application Engine 7371 Platform
- Cisco Wide Area Virtualization Engine 274 Appliance

With faster, reliable and secure applications, branch office productivity has improved dramatically. "With rapid access to our working applications, branch office users can now enjoy more seamless working processes," Rionando said. "Our branch office users are now able to serve their customers quickly and more effectively. Staff can now respond to customer queries within a shorter period of time or make transactions in the absence of long data transfer waits," Rionando continued.

The WAAS solution has also helped BRIS reap additional bonuses, with cost savings being the chief of them. "Cisco WAAS has allowed us to improve our application performance while using our existing bandwidth. If we had chosen to add more bandwidth, our total cost of implementation and ownership would have been much higher," Rionando said. By saving on

bandwidth and its associated costs, BRIS has saved a large amount of its IT budget, allowing it to be re-purposed to other areas. With the WAAS's lower cost of ownership, BRIS is enjoying a rise in its profit margins.

BRIS's network has also become more flexible to accommodate changing business needs. Rionando said, "WAAS is an incredibly scalable WAN optimizer. The new network setup allows us to add a WAAS appliance easily in the datacenter as well as in the branch offices. With this solution, we don't have to worry about over-cluttering our hardware setup in BRIS's datacenters," Rionando said.

Next Steps

BRIS is looking to open 190 new branches in Indonesia over the next few years. "Cisco WAAS has given us a suitable and fertile platform for expansion," Rionando said. WAAS is slated to be deployed in these new branches, which will spread BRIS's banking services effectively to more parts of Indonesia.

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 Rakyat Indonesia Syariah, visit: <http://www.brisyariah.co.id/>



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