



CISCO ENTERPRISE SOLUTIONS

Convenience Banking 24 X 7: Networking Bank of India

Overview of Bank of India

Founded on in 1906, Bank of India has established itself as a leading public sector bank with 2594 branches in the country, spread over all states and union territories including 93 specialized branches.

Bank of India has been at the forefront of introducing various innovative services and systems. It was the first among the nationalized banks to establish a fully computerized branch and ATM facility at the Mahalaxmi Branch at Mumbai way back in 1989.

The Bank is making a paradigm shift from branch automation to bank automation. With the objective of offering value-added services, the bank has introduced new facilities, such as Tele-banking, ATMs, Signature Retrieval Systems, Fax on Demand facility and Remote Access Terminals.

The Need

The face and scale of the Indian banking sector have undergone unprecedented transformations. Demands of the technology - driven market have not only increased manifold but have also become more complex. Also, over the years, this has emerged as a highly competitive market, with public and private sector banks constantly seeking to implement innovative solutions like e-banking, tele-banking and multi-branch banking.

As an aggressive player in this competitive environment, Bank of India wanted to roll out a Convenience Banking platform with high speed connectivity for its expansive network of branches across the country. "The need was for a strong and stable network that would provide high availability and usability for our customers", said Mr. D. Krishnamurthy, GM, IT Department, Bank of India.

"Our key requirement was to provide end-to-end connectivity for 1200 branches across 220 cities. We also needed a TCP/IP network with data encryption," added Mr. V Babu, Deputy GM, IT Department, Bank of India.

Not only did the solution have to robust and dependable, it also had to be scalable to accommodate the requirements of Bank of India's rapidly expanding network of branches.

Networking Bank of India

Explaining the complexity of the assignment, Mr. Bejoy Anthony, Business Development Manager, Cisco Systems, said, "The challenge was two fold - on one hand the bank wanted to add more branches to the existing operational multi-branch network and on the other hand there was a parallel network rollout of the core banking system."

The solution lay in an integrated approach that fulfilled the business requirements associated with retail banking. Cisco took up the challenge by setting up a system that ensured that all the networks and access points for the end customers were up and running, with no down time during the implementation.

This involved a transition from a decentralized to a centralized architecture and Cisco achieved this by optimizing the network design with minimal changes over the existing infrastructure.

End Benefits

Cisco's solutions have helped deliver the promise that Bank of India makes to its customers - 'Anywhere you go your bank travels with you.' So, the customer of one branch can transact on his account from any other networked branch of the bank.

Expressing his satisfaction with the deployment, Mr. Krishnamurthy said, "Today, Bank of India's networks are running end to end on Cisco's solutions. We are very happy that they have given us a solution that meets all our requirements."

Apart from data transfer and other applications and services, the Bank is extensively utilizing this network solution to support shared on-line ATM connectivity and Multi-Branch Banking (MBB) solutions. The Multi-Branch Banking Project facilitates city-wise connectivity of computerized branches for providing value added services such as Centralized Telebanking, SMS Banking and PC Banking.

Cisco's flawless deployment instilled a high level of trust and gave an impetus to Bank of India's expansion plans. After successfully connecting 750 branches, Bank of India expanded its network to cover additional 450 branches.

Choosing Cisco

Cisco's comprehensive set of network solutions, coupled with excellent technical support, was a compelling proposition for Bank of India.

Mr. Krishnamurthy added, "Not only was this a successful deployment, Cisco and its partners have also been able to give excellent after sales support. They've once again proven that they understand the requirements of large banks like ours."