



ONE OF THE LARGEST BANKS IN RUSSIA SPEEDS TIME-TO-MARKET FOR NEW SERVICES



CUSTOMER

RAIFFEISENBANK

WEB SITE

WWW.RAIFFEISEN.RU

INDUSTRY

FINANCIAL SERVICES

LOCATION

MOSCOW, RUSSIA

KEY CHALLENGES

- Accelerate time-to-market;
- Increase developers' productivity;
- Strengthen market position through new services and products;

SOLUTION

Raiffeisenbank implemented vRealize Automation to provision resources for developers faster.

BUSINESS BENEFITS

- New solutions and technologies can be tested easily and quickly;
- The process of introducing new products has accelerated from 10 days to 1 hour;

Raiffeisenbank, the Russian arm of Austria's Raiffeisen Bank International, has been operating in Russia since 1996. The bank provides a full range of financial services to private and corporate customers. To maintain its prominent position in the Russian banking market, it constantly develops new products for its clients with cutting-edge IT solutions.

The pressure to rapidly introduce innovations to the financial market is growing constantly. In the struggle for a high-quality customer base, banks need to launch new products and services for clients faster and faster. Raiffeisenbank recognized that the speed of the provision of computing resources to its developers took too much time and was slowing down the creation and introduction of new solutions and of improving existing products. The bank turned to VMware vRealize® Automation™ to help solve this issue: the average period from the creation of the request to the provision of computation power decreased from 10 days to several hours, and it helped to accelerate about 10% of time in developers' teams.

Raiffeisenbank is the Russian arm of Raiffeisen Bank International AG. JSC Raiffeisenbank takes the 11th place in terms of assets in the 1st quarter of 2018 (Interfax-CEA). According to Interfax-CEA, JSC Raiffeisenbank is on the 8th place in Russia on volume of funds of private individuals and 6-th place by volume of loans to individuals according to the results of the 1st quarter of 2018.

The authorized fund of JSC Raiffeisenbank is 36 711 260 000 RUB and is divided into 36 565 nominal ordinary shares with a nominal value of 1 004 000 RUB for each.

Problems and Challenges

The IT department of any large company is perceived by internal and external customers as one entity. But inside there are always many different roles and functions. Many people from different groups and departments have a unique role in the development process of a new product or service. Even if all groups have well-established and automated processes, the overall result may suffer from time-consuming task transfer from group to group, as well as approvals during implementation.

Regarding to software development, there are several stages: writing code, running on test environments, adjustments, moving to the next environment, and only after that — going into production. These stages include multiple

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VITALIY AVILOV
HEAD OF BASIC IT INFRASTRUCTURE
MANAGEMENT DEPARTMENT
RAIFFEISENBANK

VMWARE FOOTPRINT

- VMware vRealize Automation

installations on servers and re-creation of these servers, if necessary. The cycle from the request to create a business service to its launch (time-to-market), is dependent on the speed of transitions between different stages. In this case, the time for preparation or re-creation of infrastructure components takes a large share in this process.

Raiffeisenbank needed to speed up the development and introduction of new products and services to maintain its prominent position in the Russian banking market. Difficulties in preparing infrastructure resources could be solved by optimizing current processes, but given the growing demands on the speed of launch products to the market, it was necessary to consider the problem from a new perspective: to create a single ecosystem, where it would be possible to fully automate all stages, from the request to the provision of resources to the end user.

Solution

By the time the project was launched, the bank had been a long-term VMware customer: all the virtualization platforms of the company were based on VMware solutions. vRealize Automation incorporates tools that allow the bank to automate the provisioning and approve of computing resources. Despite the fact that vRealize Automation had never been deployed in Russia before, the company agreed to consider this product, because it is fully consistent with the requirements.

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Raiffeisenbank introduced a pilot implementation of vRealize Automation with one of the development teams which was working on a front office banking application. The success of this pilot confirmed the effectiveness of the VMware solution, and the company decided to scale out the implementation of vRealize Automation.

Results and Business Benefits

Thanks to vRealize Automation, the bank has accelerated time-to-market significantly. The time to prepare infrastructure has decreased, and the specialists who had been previously engaged in the approval process and preparation of resources can now focus on other higher-value business tasks.

"One of our key values is openness. We strive to break down the artificial barriers in communication with both our customers and employees. This also applies to the development process: now our specialists can start working on new projects quickly, no longer hindered by unnecessary approvals," says Vitaliy Avilov, Head of Raiffeisenbank's basic IT infrastructure management department.

The company has launched its own internal R&D service. Now, if an IT specialist wants to check their hypothesis, or test a solution, they can access and provision the resources that they need with a click of a button using the self-service portal within vRealize Automation. After this work is completed, the test server is removed. The whole operation is quick and does not involve other employees and business units.

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Future Plans

Raiffeisenbank plans to expand the use of vRealize Automation to all development teams.

