



Enhancing Bank Pundi's agility to empower micro, small and medium industry in Indonesia with VMware

Bank Pundi needed to keep up with rapid customer demands with enhanced responsiveness to support the micro, small and medium enterprises (MSMEs) across Indonesia. Through the deployment of VMware vSphere® with Operations Management™ (vSOM), Bank Pundi had enhanced its agility and cost efficiencies with cost savings of up to 75 percent. With VMware, processing and approving of credit proposals are now completed within the day, empowering MSMEs in the rural parts of Indonesia to take advantage of Indonesia's growing economy.

With a strong commitment to enabling micro, small and medium enterprises (MSMEs) in Indonesia, PT. Bank Pundi Indonesia Tbk (Bank Pundi)'s operations focuses on providing rural markets with quick access to quality financial services. To provide MSMEs in rural parts of Indonesia with greater access to financing, Bank Pundi strives to provide the best financial services to its customers with quick and timely distribution of credit facility.

The Challenge

Providing customers with timely and quality services across Indonesia, particularly in rural parts of Indonesia, is no easy feat. Unfortunately, Bank Pundi's hardware-centered IT infrastructure was not able to provide fast and reliable support required to manage customer records and financial transactions across its bank branches. As demands increase with the digitization of Indonesia's economy, provisioning time of up to three months for each new server slowed its responsiveness to growing customer demands. In addition to the high costs of adding new servers, physical servers were also not space-friendly. On the back of growth, Bank Pundi estimated the need for at least 80 additional physical servers to meet growing customer demands. Large amounts of space and electricity to power cooling systems and maintenance would result in high operating and capital expenditure costs just to support this projected growth.

The physical infrastructure also required staff to manually monitor storage capacity, resulting in high occurrences of human errors and extensive time taken to cover all systems. This reduced the bank's agility in being able to accurately determine capacity, and affected predictive capabilities to meet future demands.

Frequent downtime was also detrimental to the business, with the bank experiencing an average of two to three server downtimes each year, causing disruptions to service delivery. Data recovery was a complex process with the physical infrastructure requiring more than eight hours for Bank Pundi's to recover data and network, update applications and more. The potential costs of downtime were extremely high, with recovery potentially delayed up to a week. This negatively affects the bank's reputation and commitment to providing quick credit facility distribution services to MSMEs.

The Solution

To improve its agility and efficiency, Bank Pundi virtualized its infrastructure via VMware vSphere with Operations Management (vSOM) solution. As the leading virtualization platform, vSOM not only enhanced the performance, availability and efficiency of its infrastructure, it also optimized Bank Pundi's operations with automated management and intelligent operational

INDUSTRY

Banking

LOCATION

Indonesia

KEY CHALLENGES

- Slow service delivery and high costs from its existing physical IT infrastructure
- To reduce downtime and improve disaster recovery and business continuity

SOLUTION

VMware vSphere® with Operations Management™ (vSOM) enhanced Bank Pundi's agility, scalability and cost efficiencies required to provide MSMEs with fast, reliable financial services.

“Transforming our IT infrastructure with VMware virtualization solutions allowed us to significantly reduce our capital and operational costs. More importantly, our IT infrastructure became more agile, empowering Bank Pundi with the capabilities to enable the micro, small and medium enterprises with faster processing and approvals of their credit proposals within the day,”

Peter B. Tanod
Head of IT
Bank Pundi

BUSINESS BENEFITS

- Enabled agility for faster customer service delivery
- Reduced capital and operational costs by 75 percent
- Reduced downtime and enhanced disaster recovery and business continuity

VMWARE FOOTPRINT

- VMware vSphere® with Operations Management™

insights to improve customer responsiveness. Not only is capacity optimized, reductions in provisioning and down time meant that Bank Pundi can provide more MSMEs with the credit and financial services needed to develop and grow their businesses.

Business Benefits

With customer service at the heart of its operations, Bank Pundi enhanced its responsiveness and agility through virtualization with VMware. Bank Pundi no longer requires up to three months to provision new servers to meet growing demands, improving its responsiveness by three to six times. The bank can now process loans more quickly without the need for large spaces or high electricity costs to provision and maintain physical servers, Bank Pundi reduced its overall capital and operating expenditures by 75 percent.

“Transforming our IT infrastructure with VMware virtualization solutions allowed us to significantly reduce our capital and operational costs. More importantly, our IT infrastructure became more agile, empowering Bank Pundi with the capabilities to enable the micro, small and medium enterprises with faster processing and approvals of their credit proposals within the day,” said Peter B. Tanod, Head of IT, Bank Pundi.

vSOM's centralized and automated management enhanced the optimization of resources with greater accuracy in monitoring of Bank Pundi's capacity and workloads. This meant that Bank Pundi was able to determine demand peaks and troughs for better resource allocation.

From data losses to slow service delivery, the costs of disruptions, particularly in the financial services industry, are extremely high. With virtualization, Bank Pundi was also able to reduce the number of server downtime from two to three times per year to zero downtime, and improve disaster recovery capabilities. Instead of up to a week, Bank Pundi now requires only a day and with lesser manpower to recover from disruptions.

Looking Ahead

VMware vSOM enhanced Bank Pundi's agility, scalability and cost efficiencies required for it to provide the MSMEs with fast and reliable financial services. To further develop its software-defined approach to IT, Bank Pundi will continue its partnership with VMware to innovate new competencies and efficiencies.

For more information, please visit <http://www.vmware.com/products/vsphere/>

