

The Bank of Georgia improves customer service and data security with VMware

ABOUT BANK OF GEORGIA



- Bank of Georgia is the leading bank in Georgia, with more than a third of the market share based on total assets (with a 34.1% market share);
- The Bank offers a broad range of corporate banking, retail banking, wealth management, brokerage and insurance services to its clients;
- One of corporate values of Bank of Georgia is innovations – to think out of the box, constantly challenge the status quo and come up with fresh ideas.

CHALLENGE

Interruptions in service in offices, queues, customer dissatisfaction

Too high network traffic
Accidents and downtime

The cost of hardware and the need for centralized management

The need to improve security

THE SOLUTION

Migration from traditional desktops to VDI solution using Horizon 7 Enterprise with NSX Advanced for Horizon.

The project was supported by HT Solutions, the leading consulting company in the field of IT in Georgia

«We recently introduced a new service to customers – 'Service within Five Minutes', which helps the branches to serve customers within 5 mins, increasing their satisfaction. It wouldn't have been possible without VDI solution»

Levan Jikia, Deputy CIO, IT Operations, Information Technology Department, Bank of Georgia

BUSINESS RESULTS AND BENEFITS

Employees can get efficient and secure access to data and applications not only from PC, but from any devices

The networks load significantly decreased

Devices lifetime is 2-3 years longer than traditional desktops have, but they are much less expensive than PCs

IT can focus on the introduction of new services for customers

by 30%
the number of incidents reduced

10 times less
the level of electricity consumption