Reduced provisioning time with automation

Faster time-to-market, improving adaptation to changing market conditions

Real-time reporting capabilities

Greater visibility over IT operations leads to faster decision-making

Federal Bank Partners with VMware To Build a Robust IT Environment and Achieve Faster Time-to-Market

Federal Bank wanted to enable faster application and infrastructure delivery as well as better digital experiences for customers. With the help of VMware, the bank adopted a cloud-first approach, and established a scalable IT infrastructure to adapt and respond quickly to market conditions.

A decade-old partnership progresses to the next level

Federal Bank has been a pioneer among Indian banks in leveraging technology to enhance customer services. One of the first banks in the country to computerize all its branches, its offerings, which include internet banking, online bill payment, online fee payment, and mutual fund products, have earned the trust of customers and driven growth for the bank. VMware's long-standing relations with Federal Bank date back to 2008, when the bank virtualized its applications and 80 percent of its workloads on VMware vSphere® Hypervisor. As the bank's business grew, moving to a software-defined private cloud was an imperative that would reduce its hardware footprint. At the same time, this meant improved agility, increased productivity, and the development of next-generation applications. Following various assessments of technology, business benefits, the total cost of ownership, and the return on investment, Federal Bank decided to adopt VMware vCloud Suite® to streamline its operations and optimize its business processes. The bank had an existing setup of more than 1100 VMs and a simple upgrade was more efficient than migrating to a new product. The VMware Professional Services team understood the customer's needs completely and oversaw the successful deployment of the solution.

Federal Bank was founded in 1931, and is headquartered in Aluva, Kerala. Being one of the oldest banks in independent India, the bank currently caters to over 10 million customers, including 1.2 million NRIs with offices across the country and at Abu Dhabi and Dubai.

INDUSTRY

Banking, Financial Services, and Insurance

HEADQUARTERS

Aluva, Kerala, India

VMWARE FOOTPRINT

VMware vSphere®
VMware vCenter®
VMware vCloud Suite®
VMware Professional Services

Achieving digital transformation with server virtualization and hybrid cloud

Leveraging VMware vSphere to virtualize its servers, Federal Bank managed to have greater flexibility in processes for its employees and stakeholders. Through simplified management of IT resources, this significantly improved visibility into hardware resource utilization. This new IT infrastructure had also reduced time required for resource provisioning and accelerated the roll-out time of projects.

The deployment of over 1100 virtual machines (VMs) on VMware vSphere server virtualization cost half of what a physical infrastructure of similar specifications would have. With VMware vCloud Suite, the provisioning process was now automated, reducing provisioning time from a day to 5 minutes. This meant time savings of as much as two man-months a year for the VMware admin team.

As majority of Federal Bank's technology products were hosted on VMware, application owners had to contact various teams for activities such as mounting media, rebooting machines, expanding hard disks, and other IT tasks which were time-consuming. Equipped with VMware vRealize® Automation™, these tasks have been simplified.

Additionally, Federal Bank achieved cost savings on its legacy hardware resources, enabling it to deliver applications at a faster speed.

As a part of the solution stack, vRealize® Suite has been critical in allowing the bank's IT personnel to build self-service portals and reporting mechanisms which can help enhance operations.

Complying with the security requirements when provisioning VMs was a priority for Federal Bank. Previously, this was a challenge due to the multiple workflows for machine allocation, IP allocation, server hardening, and access management. VMware vCloud Suite managed to meet these needs, by automating these processes and consolidating all streams into a single VM allocation workflow.

VMware Professional Services, which played a big role in understanding the needs of the customer, is supporting them in ensuring successful deployment of the solution.

"With VMware's virtualization and cloud solutions, we are now able to automate our business processes, eliminating the need for manual intervention and thereby improving the speed for provisioning services. This partnership has also given us greater visibility over our operations and strengthened our security capabilities while improving resource management. This has played a key role in living up to our theme of "Digital at the fore, human at the core" and created more value for our customers."

SHALINI WARRIER
EXECUTIVE DIRECTOR, FEDERAL BANK

Looking ahead

Moving forward, Federal Bank is looking at implementing container solutions like Tanzu Kubernetes Grid Integrated Edition and security solutions like VMware NSX and VMware SD-WAN, which will enable it to achieve equal load balancing of links, cost reduction, and deliver better end-user experiences.

Federal Bank partners #VMware to drive cloud-based digital transformation and achieve faster time-to-market, ultimately delivering enhanced customer experiences.