

PT. Bank Central Asia uses HP OpenView to manage various IT infrastructures



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—Hermawan Thendean
Chief Manager of the IT Division
Bank Central Asia



Making one's way around the busy, congested streets of Jakarta under the sweltering midday sun is not an experience to revel in. Trotting up and down town to get items delivered, documents signed and banking transactions completed is almost an ordeal that has to be endured as part of everyday life. Thankfully, many Indonesians – approximately 1.5 million of them – are turning to the Internet for relief from some of these inconveniences.

For example, one aspect of Internet utilisation that has been picking up steam is e-banking. According to PT. Bank Central Asia (BCA), which has 50% of Indonesia's Internet users as its customers, e-banking is an area that is surging in transaction volume, and will soon play an important role in servicing its customers.

BCA's Chief Manager of the IT Division, Mr. Hermawan Thendean, believes that the full potential of Internet banking will be realised within the next five years. That was why, when he saw the rise in e-banking, he decided to implement a system to simplify the management of BCA's different IT infrastructures, so that the bank could efficiently handle demands from this emerging trend.

Enhancing the back-end solution to provide better customer service

Currently, BCA is the largest bank in Indonesia and its ATM network is one of the best in the country. Thendean wanted to maintain the same high standards for its online services as well.

"We introduced our first Internet banking service in year 2000, using a solution developed with Microsoft's technology. Our objective then was to bring convenience to individual customers," he said. "From there, we further provided Internet banking for our business and corporate customers in 2004. This phase of our e-banking was developed using Java."

With the completion of both phases, the e-banking service started gaining user traffic. As that happened, Thendean saw a need to improve the monitoring and management of the bank's IT processes to maintain quality in the face of increasing traffic and user sophistication.

The challenge however, is that an e-banking application does not work in isolation – it needs to tap into a slew of other IT infrastructures to effectively handle customer enquiries and transactions. So in order to scale smoothly with growing customer demands, the management solution Thendean had in mind needed to work in tandem with other mission critical systems, applications and databases at BCA.

To meld all these factors seamlessly together, the bank had to find a solution that is well designed, able to meet its various requirements with minimum modifications and most importantly, has a long list of success references.

Therefore, not only does this solution have to be easy to implement, it should conserve the bank's resources so that both staff and customers would not be inconvenienced unnecessarily. And as with all prudent investors, Thendean needed the chosen vendor to provide good product support at a reasonable price as well.

After much deliberation over the pros and cons of different solutions out in the market today, BCA eventually decided on HP Management Solutions – HP OpenView.

Picking the right fit

HP OpenView is a suite of solutions that manages business-critical data and services. It has tools to troubleshoot problems, adapts quickly to changes and keeps data secure, so that business carries on as usual – on time and all of the time. This fitted perfectly with what BCA needed.

Experts from HP did a careful systems analysis with BCA to decide how OpenView could be best integrated into BCA's Internet operating environment.

Eventually, it was decided that HP OpenView would be used to manage the Internet banking application by intelligently monitoring the operation from different angles – from the customer's behaviour, right down to application performance. This is to ensure that good response time is constantly available to customers transacting via its e-service.

In addition, BCA also intended to leverage the versatility of OpenView to manage its network infrastructure and mission-critical servers that power various applications. These range from business application, intranet application i.e. email (MS Exchange), call centre, proxy servers, SWIFT, BEA WebLogic to Oracle database.

Implementation to success

Once the perimeters for implementation were set – the real work began. HP worked with their partners Hyper Lab Technologies (HLT) and RTM Global Integration, and implemented HP OpenView in three phases:

In the first phase, the objective was mainly to manage BCA's personal and mobile banking infrastructure, providing BCA with comprehensive fault and application performance monitoring from the servers to applications that run mission-critical e-banking applications. Another objective was to provide the management with a dashboard view of the overall response time and performance, and to ensure that expectations were being met. It was also used to provide a simulation of the response time when customers access the Internet banking, from login to query balance until logout.

The HP OpenView modules used were:

- HP OpenView Operations for Windows
- HP OpenView Smart Plug-Ins for MS SQL Server
- HP OpenView Internet Services

The second phase focused on managing BCA's IT infrastructure, including network and system infrastructures, as well as its intranet application. The objective was to provide an operational view of IT Health and Performance at any time and to monitor key critical network elements and devices to ensure that IT fault and performance management were in place.

The HP OpenView modules used were:

- HP OpenView Operations and Performance for Unix
- HP OpenView Network Node Manager
- HP OpenView Service Navigator
- HP OpenView Smart Plug-Ins for Microsoft Exchange

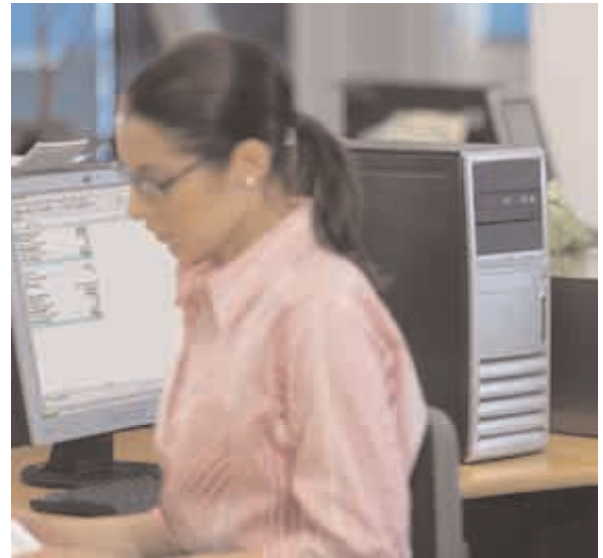
The third stage involved enabling end-to-end management of the corporate e-banking infrastructure and application performance. This extended to mission-critical intranet applications and databases, and provided comprehensive operational and management reporting for overall IT fault and performance management.

The OpenView modules used were:

- HP OpenView Operations and Performance
- HP OpenView Performance Insight
- HP OpenView Transaction Analyzer
- HP OpenView Internet Services
- HP OpenView Smart Plug-Ins for BEA Web Logic
- HP OpenView Smart Plug-Ins for Oracle
- HP OpenView Reporter

The implementation of the project was generally smooth. Although there were non-technical challenges that typically arose from adoption of new technologies of this scale, they were quickly yet sensitively resolved. This led to the successful integration of the technology into BCA's inherent workflows and corporate culture.

While HP OpenView was being implemented, the bank was also concurrently re-evaluating its internal resources and processes. Thendean did not want internal issues to delay the completion of the project. Through good resource deployment and management, BCA was able to organise its priorities so that the implementation proceeded as planned. The overall projects for three phases were completed in six months, and were delivered within the budget.



Satisfaction through and through

Said Thendean, "HP provided our system with cost-effective products and services within the promised time frame – enabling BCA to maintain our workflow. Furthermore, throughout the implementation, the HP team gave high quality service and support – and was very responsive to emergencies."

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Challenges

- There was a need to improve the monitoring and management of BCA's IT processes to maintain quality in the face of increasing traffic and user-sophistication.
- To scale smoothly with growing customer demands, the management solution needed to work in tandem with other mission critical systems, applications and databases at BCA.
- The solution had to be well designed, able to meet its various requirements with minimum modifications – and most importantly, have a long list of success references.
- The solution had to be easy to implement, and should conserve the bank's resources so that both staff and customers would not be inconvenienced unnecessarily

Solutions

First Stage (mainly to manage BCA's personal and mobile banking infrastructure)

- HP OpenView Operations for Windows
- HP OpenView Smart Plug-Ins for MS SQL Server
- HP OpenView Internet Services

Second Stage (managing BCA's IT infrastructure, including network and system infrastructures, as well as its intranet application)

- HP OpenView Operations and Performance for Unix
- HP OpenView Network Node Manager
- HP OpenView Service Navigator
- HP OpenView Smart Plug-Ins for Microsoft Exchange

Third Stage (enabling the end-to-end management of the corporate e-banking infrastructure and application performance)

- HP OpenView Operations and Performance
- HP OpenView Performance Insight
- HP OpenView Transaction Analyzer
- HP OpenView Internet Services
- HP OpenView Smart Plug-Ins for BEA Web Logic
- HP OpenView Smart Plug-Ins for Oracle
- HP OpenView Reporter

Benefits

- It is now easy to monitor, prevent and troubleshoot problems in a timely manner.
- Business-critical systems and services are available all the time.
- Through the implementation of HP OpenView, BCA is now able to dynamically link IT to its changing business needs.

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For more information on HP OpenView, visit:
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