

South Indian Bank Upgrades Data Centre with Help of Dimension Data

Lakshmi Vilas Bank

industry:

Financial Services

country:

India

business challenge:

Maintaining customer service levels in the face of growing network traffic

solution:

The ability to proactively address and enhance internal security within all operations

services:

- Network Security - Firewall
- Managed Secure infrastructure Services
- Regular Security Assessment
- Core data centre infrastructure upgrade
- Deployment of an MPLS network

results:

- Scalable infrastructure, able to support future business expansion
- Better management of information security frees bank to focus on its core business
- A proactive approach to enhancing internal security within all operations and tackling external threats

Executive Summary

As part of its efforts to take a proactive approach to the management of customer traffic volumes, South Indian bank, Lakshmi Vilas Bank, turned to Dimension Data to **overhaul its IT security infrastructure and upgrade its data centre.**

Client Overview

The Lakshmi Vilas Bank Limited (LVB) was founded in 1926. Between 1961 and 1965, LVB acquired nine banks, which extended its branch network considerably. It subsequently began expanding its branch footprint beyond Tamil Nadu, opening branches in the neighbouring states of Andhra Pradesh, Karnataka, Kerala, Maharashtra, Madhya Pradesh, Gujarat, West Bengal, Uttar Pradesh, Delhi and Pondicherry. Today, LVB is a recognised leader in the realm of retail banking, corporate banking and assurance.

Business Challenge

As one of the leading banks in South India, LVB has a network of 273 branches, one satellite branch and eight extension counters, spread over 16 states and the union territory of Pondicherry. In line with its strong focus on customer service, the bank recognises the need to continually invest in optimising its IT infrastructure in order to enhance service delivery.

Given its plans for continued expansion in the near-term, LVB realised that its existing infrastructure would be unable to cope with increased data traffic volumes and guarantee service levels to its customers.

“We have recently doubled our presence in South India. Our high levels of growth mean it is imperative that we keep our IT infrastructure ‘expansion-ready’. Moreover, the Reserve Bank of India’s guidelines call for end-to-end data security for all financial transactions and we needed to ensure that the IT network backbone had the capacity to cope with increased demand.

Ultimately, we were looking for a fault-tolerant, resilient, and highly available infrastructure which encompassed switching and routing and security for all our branches. Importantly, it also needed to accommodate our increasing customer base, which called for an upgrade to the data centre,”

said **VS. Reddy, Managing Director for LVB.**

Dimension Data's **expertise** in addressing the **unique needs of financial services** industry clients was a **key contributor** to the success of this project.

Services Provided

The Dimension Data team designed a solution, built on Windows Communication Foundation (WCF) framework – a centralised database incorporating smart client applications. The WCF is Microsoft's unified development platform for developing secure, reliable, transactional, and interoperable connected applications.

WCF functions as the main communications layer with specialised data compression techniques. This compression solution allows for speedier access to the centralised database, enabling staff with access to real-time information.

Dimension Data's solution offered elegant and straightforward functionality. It was also critical to ensure that the new solution was easy to use with minimal support, even at remote locations.

Relationship History

This is Dimension Data's first engagement with LVB. We took over the contract from LVB's incumbent service provider, who had provided IT services to LVB for 15 years.

Solution Provided

LVB turned to Dimension Data to upgrade both its IT security infrastructure and data centre. The contract required Dimension Data to design and deploy the data centre upgrade as well as provide ongoing post-implementation support, to ensure sustained levels of operational running performance.

As reliability and scalability represented a potential challenge, Dimension Data elected to deploy a MPLS-based network for all core connectivity, and using ISDN as a fallback.

The solution included the ITIL-aligned Managed Secure Infrastructure Service for LVB's firewalls, via Dimension Data's Security Operations Centre which provides 24/7 monitoring and management of security infrastructures for multinational organisations.

The service enables reporting and analysis of firewall devices across all networks, providing essential realtime security intelligence that helps LVB's network administrators decipher hacker/virus behaviour, combat security threats and meet compliance requirements.

How We Delivered

The Dimension Data team adopted a consultative approach to identify gaps in LVB's existing network and security infrastructure. Thereafter we re-architected the existing infrastructure, leveraging a modular solution that would plug these gaps. This has delivered impressive cost savings for the client.

Dimension Data's expertise in addressing the unique needs of financial services industry clients was a key contributor to the success of this project. Working closely with Cisco and other vendors, the team put together a solution that served to enhance LVB's business efficiency, operations and services to its customers, while paving the way for future expansion throughout all its operations.

Value Derived

Post implementation, Dimension Data leveraged its network of vendor partners to deliver a comprehensive managed security service to LVB. Our globally available expertise coupled with local delivery capability ensures smooth implementation and effective management of the solution, which in turn allows the bank to focus on its core business. In addition, thanks to the services provided by our Managed Security Operations Centre – which are based on the Security Information and Event Management platform – the bank is able to take a proactive approach in enhancing internal security within all its operations and tackling external threats.