

Bank Rakyat Indonesia streamlines its operations by investing in a new IT solution



Location

Indonesia

Industry

Banking

Business challenge

Deliver mission-critical reports in a timely and efficient manner

Solution

Connect:Direct®

Benefits

- Reliable reporting
- Assured file delivery
- Streamlined operations

Bank Rakyat Indonesia

Customer background

Bank Rakyat Indonesia (BRI) is one of the oldest and most established banks in Indonesia, dating back to 1895. Its focus from the start has always been on delivering the best banking services possible to micro, small and medium-sized business—especially in the agriculture segment. “We have consistently tailored our services to meet the needs of the low income group in the community,” said David Malligan, General Manager, Information Technology. Along with the rapid development in the banking industry, BRI now has 4,447 working units across Indonesia.

Business challenge

BRI is an example of the financial industry’s position as an early adopter of advanced technology solutions. They were among the first to realize how the appropriate use of e-business solutions

from top vendors can improve customer service levels and reduce the total cost of ownership of IT systems through stronger back-end to front-end integration.

With a wide network ranging from city branches to village service points, BRI needed a solution that ensured the reliable and secure transfer of data and reports between the head office and its other locations.

“We required reliable software that would deliver mission-critical reports to our branch offices in a timely and bandwidth efficient manner,” said Malligan. “In addition, we were looking for a solution intelligent enough to detect and manage any communications or server errors and resume the data transfer from the point of failure—not from the beginning. We also needed some management data that we could use to understand the status of completion of activities.”

Solution

After an extensive evaluation process, BRI decided to invest in Connect:Direct from Sterling Commerce, a managed file transfer solution. "We evaluated several products and found that Sterling Commerce is the best," said Malligan. "Connect:Direct means the daily Branch Manager's reports are reliably and consistently delivered, enabling the Branch Manager to effectively manage his branch activities and customers."

Sterling Managed File Transfer™ is a suite of products that provide transmission services, management/monitoring, security, automation/integration and SLA management for enterprise data transmissions. This solution enables you to deliver higher levels of service, manage your growth, and remove the risk of security breaches for all the file transfers that drive your business.

Providing script-based automation, scheduling, and alert notifications for 24x7 unattended operations, Connect:Direct has eliminated the need for manual intervention in data delivery and improved the productivity of their workers and the reliability of their business processes.

An acid test for any file transfer system is how it responds when there is a failure. Connect:Direct, which also supports various clustering technologies and IBM

Sysplex on the mainframe, provides built-in automation and checkpoint restart to ensure lights-out operations.

As the financial services industry becomes increasingly competitive, only banks like BRI that invest in the right e-business integration solutions will be in the prime position of surviving and thriving in the future.

Key benefits

Reliable reporting

Connect:Direct has had a positive impact on the BRI's business, both internally and externally. The improved reliability and reduction in communication errors has reduced manpower requirements, which can now be better deployed to other tasks.

Assured file delivery

Connect:Direct moves files with confidence and automatically recovers from network interruptions. It's also able to detect and manage any communications or server errors, and then resume the data transfer from the point of failure instead of having to start from the beginning.

Streamlined operations

"The Sterling Commerce solution has streamlined our operations and improved staff efficiency," said Malligan. "It has also reduced the impact on the branch network during business hours."

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at www.sterlingcommerce.com.

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