

Case Study:

"Banco Bolivariano Bets on HP Technology"

B Banco Bolivariano
El Banco con Visión



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– Gustavo Molina
systems manager
Banco Bolivariano



General aspects of the HP Adaptive Enterprise solution:

Challenge

- Bank needed to grow and was looking for a platform adequate for supporting this growth.
- Needed to update COBIS, bank application used by the institution, to a more recent version without stopping the bank's operation.

Solution

- Migrate systems to an HP RISC platform, without affecting services offered to accountholders.
- Complete migration of COBIS and Sybase database from the SUN Solaris platform to the HP-UX 11i platform.
- Work in conjunction with Macosa, COBIS developers, in order to ensure that the HP systems could support the current version of this improved application required by the bank.

Results

- Immediate relief in the transaction load and the bank application batch, of 60 percent.
- HP's computing system doubled the amount of bank transactions per hour.
- Banco Bolivariano is the only bank in Ecuador that currently runs the most complete COBIS version on an HP-UX 11i platform in Ecuador.

The Banco Bolivariano of Ecuador has grown substantially in the last years. Figures reveal that, despite the crisis that shook the country in 1999, the bank has remained firm in the market.

In 1998, the Banco Bolivariano ranked 22 in the local banking sector, per assets. In September 2003, the institution reached US\$499 million, which ranked it fifth in the same list, with a market share of ten percent in the retail-banking field. Five years before, its market share was one percent. In the same year, the bank was ranked "Best Bank 2003" according to Revista Bankers, a local banking publication in the country.

The Banco Bolivariano is a private institution based in Guayaquil, oriented to the SMB market and consumer bank sector. It's goal is to be a pioneer in offering top-quality technology services to its clients, being the first bank in the country to provide 24 hour customer service to clients. Almost at the same time, it also launched its telephone and Internet bank access services and expanded its ATM network.



The decision of changing their technological infrastructure as well as to include products and support, it was taken due to the fact that in the two previous years to the effected changes, the growth of the Bank and their needs exceeded the managing capacity offered by the SUN's servers and platforms.

Growing Fast

Banco Bolivariano currently has 57 offices, including agencies and branches, which serve more than 300,000 clients. Due to this rapid growth, the bank decided it had to make a significant investment in state-of-the-art technology.

Banco Bolivariano had been running on SUN computing systems and decided to migrate from SUN to HP products and services in 2003. The decision to change its technological infrastructure as well as including products and support was taken by the bank since in the two years prior to the change the bank's growth and needs exceeded the managing capacity provided by SUN's servers and platforms.

"We were provided with a complete RISC and central storage infrastructure from HP. This process involved managing the entire migration project of our COBIS (Consolidated On-Bank Information Systems) banking application and the Sybase database, from SUN's Solaris platform to the HP UX platform", explained Gustavo Molina, Computing Division Manager of the Banco Bolivariano.

"HP was directly involved with the bank in equipping it with the latest generation technology available", said Simbad Ceballos, Sales Manager ESG, HP Ecuador. "HP also worked in conjunction with Macosa, COBIS developers, in order to make sure that our systems could support the upgraded version of this application that Banco Bolivariano wanted".

The new certified version can now run on all HP-UX systems throughout Latin America. This support also included technological assistance as well as post-sale products and training.

"Our system needed expanding up to 16 CPUs. In August 2003, the SUN platform occupied around 90 percent of its capacity in non-critical operating hours", Molina explained. Given the demand of the bank's transactions, exceeding 1,000 per hour in high seasons such as the Holidays, the Banco Bolivariano acquired an HP computing system, able to double its current computing capacity.

HP Product Solution.

The HP products involved in the technological solution for Banco Bolivariano are:

- 1 HP RISC rp 8400
- 1 HP RISC rp 7450
- 1 HP RISC rp 5430
- 2 HP Storageworks EVA 3000
- 2 HP Storageworks FC switches

Successful Migration - easy flow of information.

The migrations were completed successfully, rendering the bank's systems unavailable for only one hour in the three-day transition. HP experts from India and Venezuela were brought to help in the migration and project test centers were created to ensure that the system would be perfect.

After the migration was completed, relief in the transaction load and the bank application batch was immediately experienced.

"Batch processing had an immediate improvement of sixty percent", said Molina. The entire technology migration process was implemented in two months.

"We also considered IBM and SUN as possible options for this project, but after looking at what HP had to offer, we decided that they provided us with the best cost-benefit proposal" detailed the Bank System Manager.

Today, the Banco Bolivariano is the only bank in Ecuador running the COBIS full version on an HP-UX platform. HP executives that were involved in the migration and execution of this solution for Banco Bolivariano include:

Simbad Ceballos, Sales Manager ESG, HP Ecuador.

Leo Rusinque, Central America and Ecuador Storage Sales Specialist.

Maria Viana, Manager for Business Critical Servers, MCA.

Rafael Amanau, Caribbean and Ecuador BCS Sales Specialist.

José Iván Morales, CACE services.

At a glance:

- **Company:** Banco Bolivariano
- **Counterfoil:** Guayaquil, Ecuador
- **Telephone:** (593-4) 230-5000
- **URL:** www.bolivariano.com

- **Business definition:** Presentation of efficient and quality financial services: receipt and custody deposits, funds and fideicommissums administration, secures, loans, investments, credit cards and drafts and remittances payment.



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