Microsoft

# Microsoft System Center
# Customer Solution Case Study

## Angolan Bank Builds Robust Platform from which to Launch Expansion and Growth

**Customer:** Banco Caixa Geral Totta de Angola
**Website:** www.caixatotta.ao
**Customer Size:** 450 employees
**Country or Region:** Angola
**Industry:** Banking
**Partner:** Menshen
**Website:** www.menshen.net

**Customer Profile**
Banco Caixa Geral Totta de Angola has a presence in all the main urban areas in Angola and a customer base that consists of oil and mining companies, exporters, and multinational organisations, and their suppliers and service providers.

**Software and Services**
- Microsoft System Center 2012 Configuration Manager R2
- Microsoft SQL Server 2012 R2
- Microsoft Windows Server 2012 R2
- Microsoft Windows 7

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Pedro Pinheiro, IT Manager, Banco Caixa Geral Totta de Angola

Banco Caixa Geral Totta de Angola (BCGTA) has grown rapidly over the past few years however a disparate IT infrastructure, in which different locations had differing degrees of IT autonomy, was hampering further growth. At the very least it needed centralized control but it also required flexibility and reliability. To achieve this, and help it drive towards its business goals, it introduced a raft of core Microsoft infrastructure technologies.

## Business Needs

Banco Caixa Geral Totta de Angola, more commonly known as Banco Caixa Totta, is a private bank which can trace its roots back to 1843 and Banco Totta and Açores, one of the oldest Portuguese banking institutions. It was founded in 1993 and is the oldest private bank in Angola. The current principal shareholders include Caixa Geral Depósitos, Banco Santander Totta and Sonangol. Banco Caixa Totta has a presence in all the main urban areas in Angola and focuses its business endeavours on medium and large sized enterprises, specifically exporting companies, oil and mining firms, and multinational organisations and their suppliers and service providers.

In the past few years the bank has grown organically and rapidly from 11 to 23 branches with a foothold in all of Angola's provinces. In order to continue its growth and help meet business objectives the bank needed to overhaul its IT infrastructure. Due to a lack of first-class WAN technology infrastructure in the region, each branch operated with a degree of autonomy for basic services in the event of WAN failures or network congestion.

This was causing problems for the bank as it attempted to drive its business strategy

forward. Ad hoc systems placed limitations on the infrastructure including undermining its ability to virtualize for service improvement and cost-efficiencies. The ad hoc structure also restricted database growth, high availability of systems, system flexibility, fault tolerance and disaster recovery. In short, the bank's IT systems were hindering rather than helping growth.

Furthermore, the non-standardized branch infrastructure had also resulted in a similar approach to troubleshooting and one which was based on the limited resources available. Basic requirements such as the re-provisioning of a PC would result in significant time delays simply because software had to be physically shipped out to remote branches.

## Solution

Pedro Pinheiro, IT Manager, Banco Caixa Totta, said: "We knew that we had to make the correct assessment as any new technologies we introduced were going to have a deep impact on business and growth strategies. We developed a technology restructure plan which addressed about 40 projects, ranging from infrastructure to business improvement tools. The first objective was to provide an infrastructure that was aligned to the business and the second objective was to provide the IT Department with tools that would help the department manage, control and audit all systems."

The bank consulted with its technology partner, Menshen, and together both organizations agreed that Microsoft was the best choice for its main networking platform, mail service and system management. The decision was based on several factors; it's existing knowledge of Microsoft technologies, a lack of significant support for alternative technologies and local access to a multi-year, award-winning partner for support of Microsoft Technologies including local availability of Rob Silver, the only Microsoft Certified Master (MCM) in the West, East and Central Africa region.

Pinheiro, added: "We're growing our bank network and Microsoft technologies are reliable, efficient and robust, and the best for system management. Together, with the availability of local support, core Microsoft infrastructure technologies were clearly the best way forward."

Consequently, the bank introduced Microsoft SQL Server 2012 R2, Windows 7 across its desktop fleet, and System Center 2012 Configuration Manager R2. As a result, it was able to centralize the management of Active Directory, Exchange, File Services, elementary SQL Services and line of business applications, while at the same time introducing automation, monitoring, alerting, service provisioning, high-availability across multi-sites and disaster recovery.

## Benefits

In short, by redeveloping its IT infrastructure the bank's internal IT capabilities are now able to rapidly respond to changing business requirements in an efficient and consistent manner. Importantly, this supports the increased footprint of the bank's business units and ensures the bank is also responsive to customer demand. As a result, business units and IT are benefitting from easier management, monitoring capabilities and quicker response for business requests, while the entire organization is safeguarded with a robust disaster recovery system.

• The deployment of a SQL GeoCluster between two data centers has delivered high availability for single server failure in the main data center, with automatic server failover and disaster recovery for complete central site failure. From the business perspective this back-end high availability and system uptime ensures the business will continue operating in the event of a disaster.

• Because Banco Caixa Totta has grown organically over recent years, the demand on the IT department for more robust and centralized management and control over the entire assets has also increased. The Windows 7 deployment has provided stable access to core business applications and processes, remote access to internal information resources for selected personnel, and cost efficiency without compromising on quality.

• The bank is now benefitting from effective and centralized desktop and server management. This provides a number of compelling benefits not least centralized administration, and importantly it also ensures robust security with IT staff able to ensure the latest security updates are applied across its IT estate protecting against malware and ongoing vulnerabilities, ensuring that it protects vital organizational and customer data.

• At the strategic level the new enterprise architecture based on Microsoft core infrastructure technologies enables Banco Caixa Totta to position itself within the African enterprise financial services market as a major player with the ability to respond rapidly and efficiently to new demands. This is a robust and essential foundation for its planned growth and expansion.

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