

# A bank benefits from easier network management

Optus Uecomm Ethernet WAN delivers better value to a growing bank

Yes

## Customer story snapshot

Customer : Police Bank

Industry : Banking and finance

## Requirements

High-speed, reliable network to connect a large number of sites.

## Solution

Optus Uecomm Ethernet WAN.

## Results

The network is secure, reliable, scalable – and easier to maintain in-house, reducing infrastructure costs.

## Overview

Since its humble beginnings as a credit union 50 years ago, Police Bank has been proud of its personalised service. Providing retail banking services to NSW Police and their families, Police Bank has grown to become a financial institution based in NSW and the ACT with \$1.4 billion in assets.

The bank continues to expand its range of products and services and also embarked on an acquisition strategy. Most recently, Police Bank merged with the Customs Credit Union. As a result, the bank now operates two main data centres, a smaller data centre and 14 offices and branches. It employs around 150 people.

## Challenge

However, Police Bank's network was going through growing pains. The bank needed a new wide area network (WAN) provider that would deliver better quality service, greater reliability and lower costs.

After considering a number of options, Police Bank selected an Optus Uecomm Ethernet WAN solution developed by Optus Business to be implemented across fourteen of its sites located across Australia.

The bank chose the Uecomm Ethernet WAN solution for some key reasons: simpler in-house network management through the ease of its configuration using its layer 2 'unformatted bandwidth' and the compelling support model with reduced cost of the network.

## Solution

The solution uses the Uecomm network fibre service for the bank's key data centres. This includes an Ethernet over Fibre link to the bank's production data centre at Optus' NSW co-location facility and another to the backup data centre at a Police Bank's site.

The remaining 14 sites are serviced by Uecomm Ethernet over E1 and Ethernet over SHDSL products. The entire network has a 1:1 contention ratio to ensure sufficient bandwidth is available for data-rich, real-time applications.

The bank runs data, voice and video over the network. With this network traffic mix, Police Bank was attracted by the Uecomm transparent, Layer 2 Ethernet network.

"The network provides unformatted bandwidth, which allows the team at Police Bank to more easily manage our own routing and QoS," says Paul Klauzner, Chief Information Officer, Police Bank.

The solution also includes a backup service that uses the Optus mobile network. This allows the bank to provide basic telling services if ever there's a link failure in the main network.

## Outcome

Delivering banking services for a growing number of members and maintaining a highly secure network are mission-critical considerations for the bank's business operation.

Police Bank is now enjoying the advantages of having a strong ICT partner like Optus Business. Network management is simpler and more flexible, making it easier to maintain in-house and reducing infrastructure costs.

The solution is highly scalable, which is essential for a fast-growing institution like Police Bank. And, most importantly for a bank, the network is secure, stable and reliable.

"We haven't had a down time in a long, long while," says Mr Klauzner.



"It was very important that we worked with an IT services provider that offered a high degree of comfort."

– Paul Klauzner, Chief Information Officer, Police Bank

Yes

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