

CASE STUDY :





Bank's customer experience has shown great improvement, it takes lesser time to service a customer at Lavelle Networks enabled branch. Also, ScaleAOn's Dashboard has improved the visibility on WAN usage, this helps in making decisions for WAN provisioning. Articulating contractual obligations with different service providers is easier with the WAN usage data being in front of us.



Rahil Patel - CIO,
The Kalupur Commercial Co-operative Bank Ltd

About Kalupur Bank

The Kalupur Commercial Co-operative Bank Ltd, the leading co-operative bank in the state of Gujarat with a vision to become the most preferred co-operative bank by 2020. Kalupur operates about 70 branches in two states with on-site ATMs and 5 off-site ATMs. The Bank is also known as the first and only co-operative bank amongst scheduled, District and State Co-operative Banks in Gujarat to get a license as an Authorized Dealer category – 1, to deal with Forex, from RBI in 2007.



The Role of IT at Kalupur Bank

At Kalupur Bank, the primary success factor for IT is to understand customer requirements and create products and services that fulfill those needs. As part of this evolution, the IT infrastructure and network of Kalupur Bank, plays a crucial role as it directly impacts the customer experience.

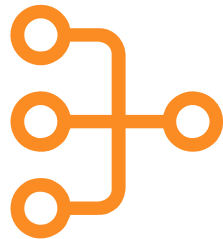




The Key Business Demand from IT

The objectives of the IT team is aligned with the overall goals of the bank. If the bank branches are the first touchpoint for customers, IT is the first touchpoint for all branches.

With an aim towards making infrastructure resilient, robust and serviceable for all bank branches, the IT is constantly working to keep pace with ongoing transformation.



Top IT Challenges

IT team was facing issues like branch isolation and user experience complaints. Manageability was also a major challenge. At the same time, the team was looking at replacing End of Life routers with better technology. These routers no longer had the ability to ensure information and performance compliance.



Branch
Isolation



Manageability

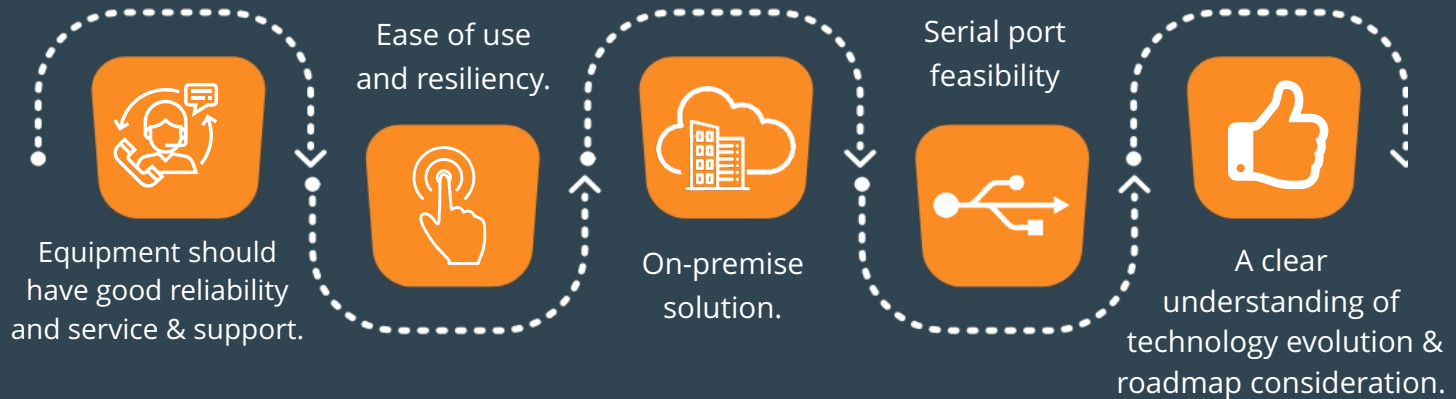


User
Experience

Evaluation Criteria for the SD-WAN Solution

SD-WAN was the most logical choice to upgrade from a router centric WAN to a SD-WAN enabled network, that is known to deliver the highest quality of experience for end-users of IT.

To choose the right SD-WAN vendor, the Bank had the following criteria :





Serial Port feasibility was one of the criteria where Lavelle Networks **ScaleAOn SD-WAN** solution, stood out. Feasibility from serial to ethernet (some of the links were wired, running on the serial port) was not available with the previous service provider. Lavelle Networks provided serial port feasibility in the solution with the same support and service guarantee.

Lavelle Networks Partner ecosystem helps deliver a seamless experience at Kalupur Commercial Co-operative Bank Ltd





Lavelle Networks has an ecosystem of partners, and ANS Enterprises was the partner that worked with Kalupur Commercial Co-operative Bank Ltd right from the POC, to deployment to support.



ANS Enterprises worked with Lavelle Networks CX team to ensure a successful proof of concept. Understanding the key challenges of the network became much easier with the help of ANS Enterprises.

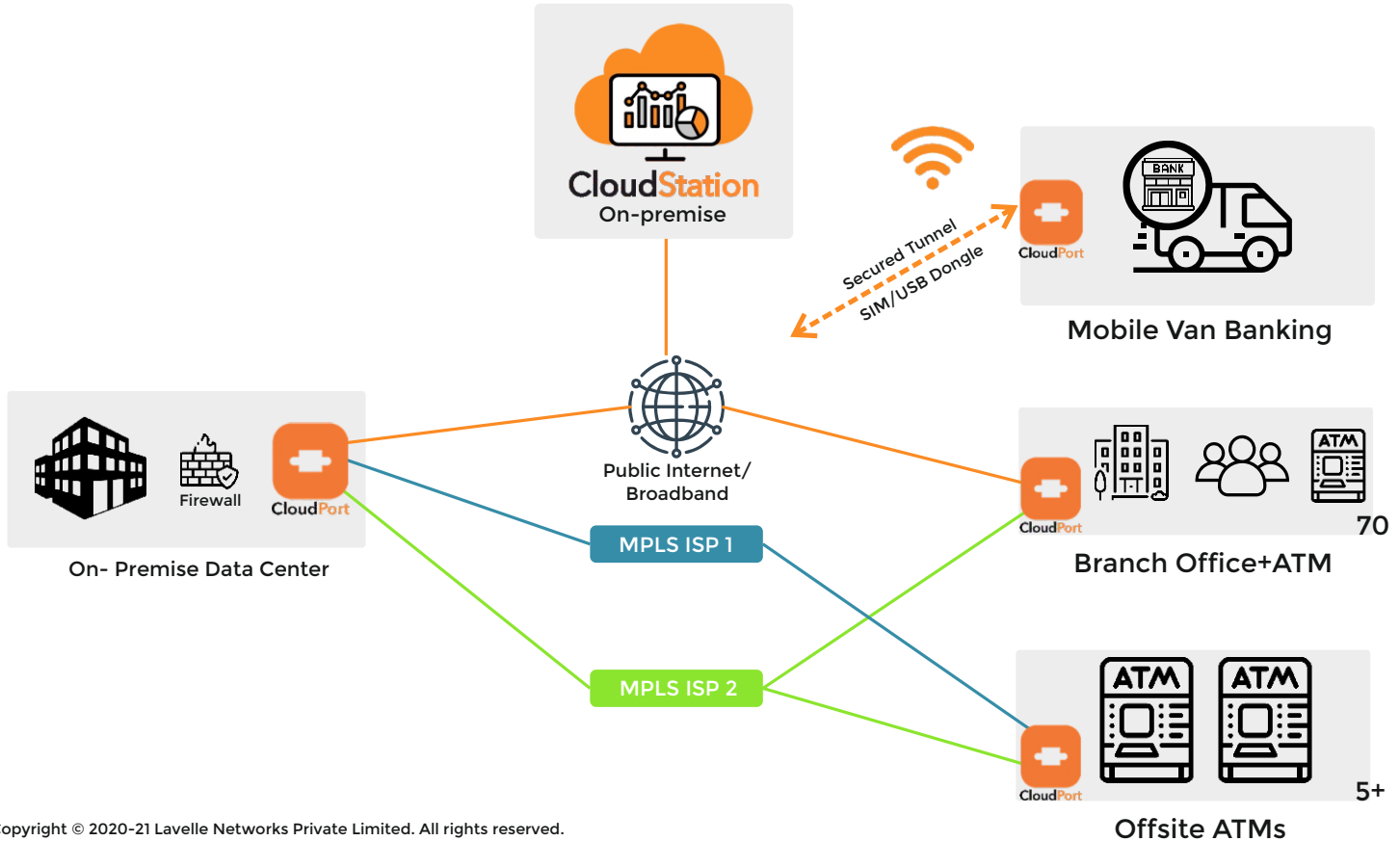


-  Synergy and agility for change management between customer and partner were achieved and a complete solution architecture document was shared with the IT team before roll-out.
-  DC & DR Site CloudStation & Hub insertion in production network was done without any downtime
-  ANS has published a complete document within the implementation team covering I&C activity stepwise, this practice has helped in achieving:
 - Branch migration to SD-WAN in business hours – average 25 minutes including all tests to DC & DR
 - Recognition by customer as one of the “Best IT Project Implementation, Execution & Project Management”
-  Finding RCA and resolving the same while new application rollout to branches was done with the help of ANS Enterprises as well

Current Use Case

ScaleAOn architecture for Kalupur Bank involves On-premise Cloudstation Controller which helps in orchestration and management of Cloudport Edge devices across datacenter and branch locations. Cloudport Gateway device is placed in datacenter which connects to Cloudport Edge devices spanning across 70+ branch office+ATM locations, 5 offsite ATMs, and a mobile van banking location in a Hub-Spoke topology. WAN connectivity mediums supported by the architecture includes dual MPLS and dual broadband. Secure tunnels are established over 4G SIM/dongle for mobile van banking ensuring secure connectivity to the data enter.

Kalupur Commercial Co-operative Bank Ltd SD-WAN Use Case



Technical achievements by ScaleAOn SD-WAN:



Manageability has improved from multiple routers to a single SD-WAN portal.



The fail-over to DR is seamless and stable.



Prioritization of core business applications.



ScaleAOn has enabled the bank to send IP video surveillance traffic to its central command and control room.



Improved Information & Security compliance.



Usage of both WAN links in active-active load balance mode.



Enabled usage of 4G dongle and sim cards.



Enabling better video conferencing with traffic prioritization and better link availability for the service.

KPIs:



Enhanced Visibility and Manageability

which has helped the bank in making decisions for WAN link provisioning and helps in articulating the contractual obligations with different service providers.



Quality of Experience

has shown tremendous improvement. Now it takes lesser time to service a customer at a ScaleAOn branch with improved Quality of Experience for IT end-user



Visibility

Granular level visibility down to the user and the application



User experience

has improved as network up-time has increased. Performance has moved to a very high 90s on a scale of 1-100.



70% Cost Savings

The costs have reduced to the tune of 70% at locations where SD-WAN has been implemented.



Network Uptime

From the application reachability and user experience perspective, Kalupur is witnessing a major upside









Customer Experience

Customer Service provided by the Lavelle Networks team, from deployment to support has been a delight to the Kalupur IT Team.



Top Global enterprise brands are using Lavelle Networks SD-WAN platform for upgrading their infrastructure to next generation WAN and hybrid WAN Solutions



 ATM Networks of top Banks	 Top Public Sector Mutual Fund Brands	 Premier Co-operative Banks
 Largest NBFCs	 Top Insurance Companies	 Largest e-commerce Networks

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Notable Vendor in 2019
Gartner Magic Quadrant
for WAN Edge Infrastructure



CIO CHOICE
for SD-WAN

