



Overview

Business Challenge

Deliver mission-critical reports in a timely and efficient manner.

Solution

- IBM® Sterling Connect:Direct®
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Bank Rakyat Indonesia

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

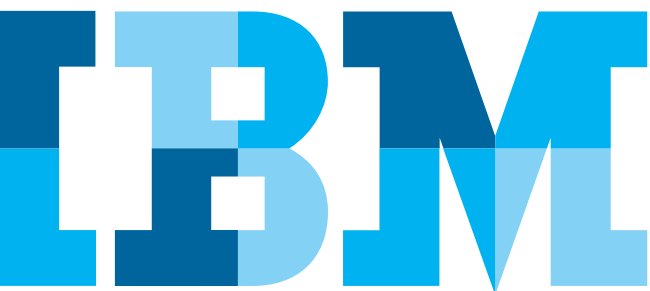
Bank Rakyat Indonesia (BRI) is one of the oldest and most established banks in Indonesia, dating back to 1895. Its focus from the start has always been on delivering the best banking services possible to micro, small and medium-sized business – especially in the agriculture segment. “We have consistently 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 band-width 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.”



Business benefits:

- Offers reliable reporting
 - Helps assure file delivery
 - Streamlines operations
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Solution

After an extensive evaluation process, BRI decided to invest in Sterling Connect:Direct from IBM, a managed file transfer solution. “We evaluated several products and found that IBM is the best,” said Malligan. “Sterling 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.”

IBM® 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 help remove the risk of security breaches for virtually all the file transfers that drive your business.

Providing script-based automation, scheduling, and alert notifications for 24x7 unattended operations, Sterling 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.



Sterling Connect:Direct, which also supports various clustering technologies and IBM Sysplex on the mainframe, provides built-in automation and checkpoint restart to help 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

Sterling 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

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



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IBM Corporation
Software Group
Route 100
Somers, NY 10589

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