

ProCurve Networking by HP  
**Allied Bank**



"Customer service and availability can make or break a bank's reputation, so it was vital that we install a high-performing network that would enable us to maintain our competitive lead without a heavy burden to our bottom line. Thanks to ProCurve, we now have a very reliable network that is secure, flexible and scalable enough to ensure our growth into the foreseeable future. We could not have hoped for more."

Guiseppe Borden  
Network Administrator  
Allied Bank

## Abstract

Allied Bank's network was struggling to cope with the high levels of traffic from both its employees and clients. As a result, the network experienced slow connection speeds and frequent network failures. By implementing a new network infrastructure provided by ProCurve Networking by HP, the Bank has succeeded in raising employee productivity and improving customer service.

## Highlights

Allied Bank's headquarters and 286 branch offices throughout the Philippines, as well as their clients, are all connected to the Bank's central network. As a result, the network supports over 1,500 users and is expected to perform to a high standard on a 24/7 basis.

Guiseppe Borden, Allied Bank's Network Administrator, explained: "Both our branches and our clients need to be able to access our databases whenever they want. Downtime and network congestion are totally unacceptable as we are completely dependent on the network."

However, the old network was plagued with difficulties. The branches experienced endless problems connecting to the main servers. In addition, as a result of the high number of users, the network connections were often sluggish and prone to crashing completely.

"In the IT department, we were being bombarded by complaints about the network's performance. We were being told that it was taking too long for the branches to hook onto the network and, once on it, the speeds were intolerable to work with," Borden explained.

As providing a high level of customer service is fundamental to the Bank's success, it became clear that a review of the existing network was long overdue.

"In terms of the Bank's network, speed and performance are our two major concerns. In addition, it was clear that we needed to be able to increase employee productivity, deliver all the required information on time and sustain all our end-users' connections. We were also keen to adopt a highly customised solution and service," said Borden.

## HP Solution

The Bank contacted a number of network vendors - including Dell, IBM, Fujitsu Philippines and ProCurve Networking by HP - and invited them to provide an analysis of their network issues and suggestions for overcoming their problems.

After conducting a thorough study and testing different solutions provided by the vendors, the Bank chose to standardise on ProCurve Networking technology as proposed by MEC, a ProCurve distributor in the Philippines. Borden explained the rationale for their decision:

"The first time we got hold of the ProCurve demo unit, we noticed that, apart from its features, it's so easy to use that even our engineer who doesn't have any formal training on ProCurve was able to configure the equipment. And, what's more, ProCurve has the lowest cost of ownership and the reassurance of a Lifetime Warranty for their products."

The Bank began upgrading the network in September 2004 and the entire installation took two months to complete. The Bank installed five ProCurve switches: three ProCurve 2626 switches at the edge of their network and two ProCurve 5304 switches at the core. They also upgraded the network from 10/100 Mbps to 10/100/1000 Mbps. As a result, the network is running three times faster at the core than the previous network.

## Customer at a Glance

Allied Bank started operations in the Philippines in 1977 with 26 branches. By 1991, the Bank had expanded to 100 branches. Today, Allied Bank has 290 branches throughout the world, including Australia, Bahrain, China, Japan and Thailand.

There were some notable milestones to Allied Bank's history. It was the first Filipino bank to syndicate a foreign loan for the Central Bank of the Philippines through its Bahrain Offshore Branch. It also spearheaded the launch of BancNet, a shared ATM consortium with nine other banks. This boosted ATM convenience for Filipino people and strengthened the bank's foothold in the Filipino overseas workers' remittance market by expanding its services in the Middle East and Europe.

The new network has delivered tangible benefits for the Bank. The elimination of network downtime has resulted in increased employee productivity. The time this has freed up has now allowed the IT department to focus on implementing new projects such as setting up their own ISP.

"Since introducing the new solutions, we experience less network maintenance and higher productivity. It means we can now attend to other IT-related concerns without worrying about the network connections. The solutions provide a secure and reliable connection for all end-users so it is worry-free.

"We never anticipated that the ProCurve solutions would work as effectively as they do. We could never have guessed the value they would bring not only to our network but also to our business," Borden concluded.

### Business Benefits

- Elimination of network downtime and increased connection speeds
- Improved employee productivity thanks to the elimination of network problems and slow connection speeds
- Greatly improved customer service as a result of speedy network connections and zero network downtime
- Greatly improved productivity in the IT department

### About ProCurve Networking by HP

The ProCurve Networking business unit of HP is a supplier of enterprise networking solutions comprising wired and wireless networking products, services and solutions – including WAN routers, Ethernet switches, routing switches, wireless access points and network management applications – which allow customers to build networks based on open standards that meet current and future needs for security, performance and reliability.

The ProCurve Networking Adaptive EDGE Architecture™ is a unique design strategy that creates a secure, mobile, multi-service network by placing intelligence at the edge—where users connect and policies are enforced. This innovative approach creates a dynamic network infrastructure designed to keep up with advancing technology and user needs while protecting business investments.

### What Makes it Work

#### Hardware

- ProCurve Networking Switch 5304
- ProCurve Networking Switch 2626

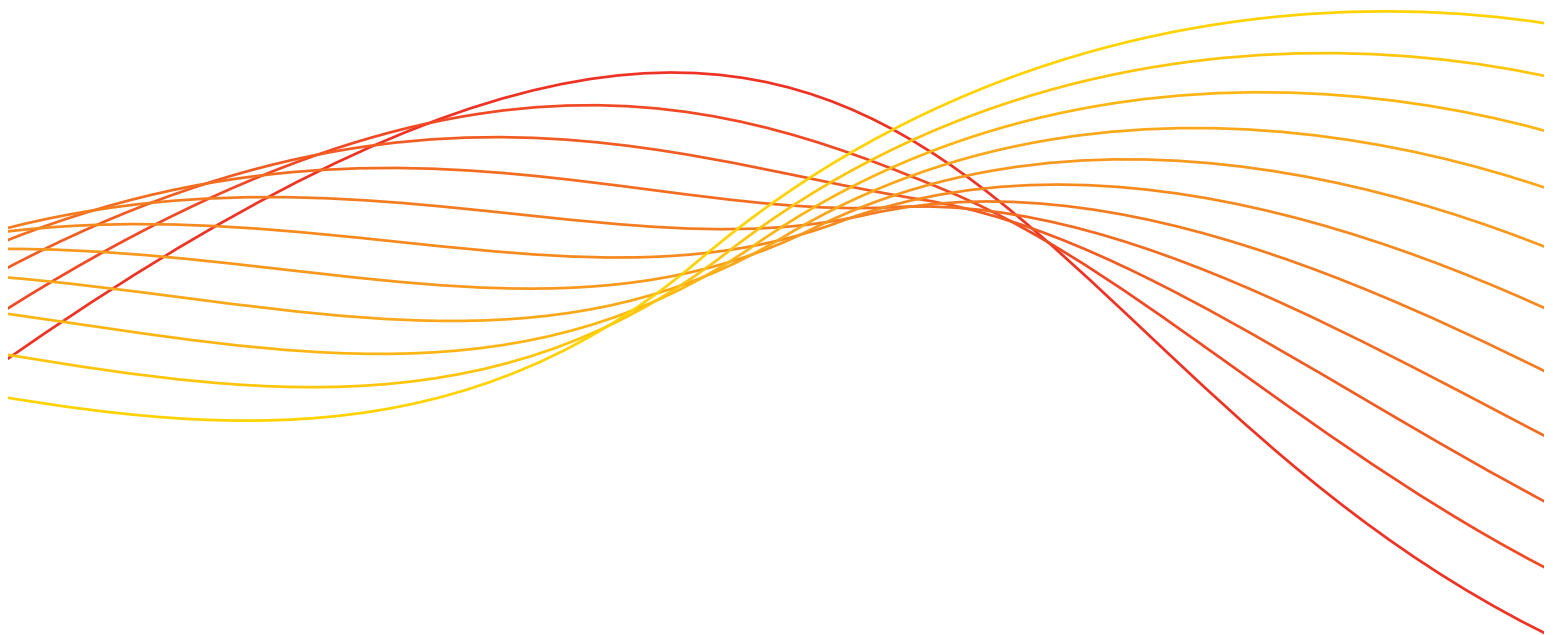
#### Software, Services & Support

- Lifetime warranty with next day advance replacement\*
- Software updates, Telephone and email technical support\*\*
- Comprehensive network design and configuration services \*\*

\*available in most countries, on most products for as long as the original customer owns it.

\*The ProCurve Routing Switch 9300m series and Secure Access 700wl series have a one-year warranty with extensions available.

\*\*for the most up to date information go to [www.procurve.com](http://www.procurve.com).



© 2005 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA0-0693EEP 09/2005