



NetApp
CASE STUDY

299
offices

6000
employees

61
cities

OCBC NISP Builds Foundation for Digital Transformation with NetApp Flash

When digital technology started to disrupt businesses around the globe, OCBC NISP was quick to see a new opportunity for both efficiency and growth. As one of the largest banks in Indonesia, with 299 offices and more than 6,000 employees in 61 Indonesian cities, OCBC NISP immediately embarked on a digital transformation journey.

Bank OCBC is the fourth Oldest Bank in Indonesia, established in Bandung in 1941. Bank OCBC NISP served customers through 229 office networks in 61 cities in Indonesia, equipped with 719 Bank OCBC NISP ATM units that can be accessed on more than 179,000 ATM networks in Indonesia, as well as connected to more than 900 OCBC ATM networks Group in Singapore and Malaysia. Bank OCBC NISP obtained idAAA (stable) ratings from PT Pemeringkat Efek Indonesia (PEFINDO) and AAA (idn) / stable from PT Fitch Ratings Indonesia.



“We have upgraded our data storage infrastructure to NetApp AFF 300 based on several reasons. First, the flash technology provides us with flexibility and agility that are required at this phase of our digital transformation journey. Second, NetApp has dared to guarantee storage efficiency for all workloads and has proven it in its previous NetApp data storage series. Third, AFF 300 has similar technologies with its predecessors, minimizing our learning time to operate it,”

says **Filipus H. Suwarno**, OCBC NISP's Head of Operations & IT.

As the first step in the journey, the bank laid out a detailed map of its digital transformation with technology as its foundation. The modernization of IT infrastructure was an urgent requirement, aiming at building an open and scalable architecture that was capable of driving efficiency, speed, and agility.



save the spending for storage capacity by

90%

data growth reaches

20%
per year

On this technological foundation, the bank explored new growth opportunities through digital banking services. Immediately, a new demand for mobility appeared and data became a new currency, capable of driving new initiatives and innovations.

Eventually the bank's obsolete data storage system could no longer support their digital transformation journey. A new, agile, and flexible data storage infrastructure replacement was necessary. After intense deliberation, OCBC NISP finally selected NetApp® data storage as part of the bank's strategic move to modernize its data center.

BOOSTING EFFICIENCY

The adoption of NetApp flash technology has enabled the bank to run a highly efficient operation, especially in operating production and virtual desktop infrastructure (VDI). Using NetApp since 2012, the bank has been able to save 90% of its spending for storage capacity.

The bank started with 120TB of data storage capacity in 2009, but since adopting NetApp data storage, it needs only 60TB of capacity, in spite of the fact that its data growth reaches 20% per year. This proven record of efficient storage capacity convinced the bank that NetApp's inline deduplication, data compression, and data compaction technologies are efficiency driven.

These technologies can work together or independently to achieve optimal savings. When the bank enables deduplication and compression features, redundant data is reduced to a single copy. Then the data compaction feature completes the job by further reducing the physical space needed to store data. As a result, the size of flash data storage shrank to one-third of its previous size.

The smaller size of NetApp flash data storage has reduced the cost of electricity for running and cooling it by 78%, and reduced the required rack storage by 63%.



ENHANCING AVAILABILITY

As a bank that has expanded to mobile channels, OCBC NISP needs core data backup solutions for critical operation to face unexpected disasters. As part of disaster recovery management, NetApp Snapshot™ and SnapMirror® technologies are instrumental in delivering fast data recovery.

The bank finds that NetApp has played a crucial role in enhancing its availability, because NetApp's dual link data replication technology can copy critical data and move it to the bank's disaster recovery center. In addition, the NetApp Snapshot feature can back up critical data in a matter of minutes, and the data encryption capability protects all of the bank's data from any breach.

In addition to those capabilities, the bank finds NetApp's VDI-supporting technology instrumental in boosting OCBC NISP's data availability and security. Because the bank's back office operations and other personnel who manage data in different offices work on virtual desktops or zero client data computing, the risk of data loss

or breach from unethical conduct becomes far smaller.

SUPPORTING MOBILITY

OCBC NISP realized the need to respond to the demand for mobility and business continuity to take advantage of the growth opportunity. Embracing digital technology, the bank has developed its e-channel ONe Mobile to enhance its customer experience, develop integrated customer touchpoints, and proactively reach out to customers.

The bank understands that the success of those undertakings relies on the quality of its digital banking applications. Slow and unresponsive digital banking applications disappoint customers who increasingly demand real-time results.

The heavy task to meet this demand lies on the shoulders of the bank's application developers, who face increased pressure to create new applications even before other banks see the value of these new applications.

To perform their job, developers need application programming interface (API) applications to enable them to get a seamless flow of data, reusable code, and technology, as well as leverage other technologies for developing digital banking applications.

NetApp flash data storage provides OCBC NISP with an API-supporting feature that supports the bank's production team, particularly application developers, in easily using their APIs. In addition, a

cloning capability reduces the time to clone big data, such as consumer demographic data and spending patterns for food and leisure. Instead of having to wait for hours to copy big data, the bank's developers can clone the required data in a matter of minutes.

In addition, NetApp flash data storage solutions deliver less than

2.5 millisecond latency,

which enables customers to receive nearly real-time responses when they access the bank's digital services. NetApp flash also provides consistency that enables customers to enjoy stable speed when they access the bank's digital applications. The reduced latency and consistent speed are significant in providing digital customers with an excellent experience.



JOURNEY TO BECOME DATA THRIVER

In this digital era, data is the new currency. The ability to leverage customer data and insights and design thinking to drive business initiatives and innovations, especially in OCBC NISP's e-channel, is crucial for the bank's steady growth in the digital customer sector. This ability enables the bank to base all its product and service innovations on solid customer data rather than on assumptions.

OCBC NISP is at a critical phase in its digital transformation journey, as it heads toward becoming a data thriver. To reach this goal, OCBC NISP receives full support through NetApp DevOps technology, which encourages smooth, continuous communication, collaboration, integration, visibility, and transparency between application development teams and their IT operations team counterparts. The alignment of the two teams is instrumental in bringing the bank closer to its digital customer base through product and service innovations that respond to customers' needs.

With the NetApp flash data storage solution, OCBC NISP has accelerated its transformation toward becoming a data-thriving bank. "We are satisfied with NetApp data storage performance, which has enabled us to build an open and scalable IT architecture capable of delivering efficiency, availability, speed, and agility with strong data-driven capabilities," Filipus H. Suwarno says, adding that the bank's adoption of NetApp data storage constitutes a future-proof investment with the option to have an on-premises cloudlike data center for better digital infrastructure.

Fact Sheet

NetApp products

- NetApp All Flash A300
 - FAS 2750
- *Snapshot, SnapMirror, AutoSupport®, NetApp Volume Encryption (NVE), NetApp Virtual Storage Console for VMware

Solution stack

- VMware vSphere
- Citrix XenApp and XenDesktop
- ONe Mobile, API, Enterprise Bank Apps, Analytic, Qlik



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Filipus H. Suwarno

About NetApp

NetApp is the leader in cloud data services, empowering global organizations to change their world with data. Together with our partners, we are the only ones who can help you build your unique data fabric. Simplify hybrid multicloud and securely deliver the right data, services, and applications to the right people at the right time. Learn more at www.netapp.com.

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