



भारतीय स्टेट बैंक
State Bank of India
हर भारतीय का बैंक
THE BANKER TO EVERY INDIAN

APV SERIES CASE STUDY

State Bank of India

Array Networks APV powers critical application access for the largest bank in India with 99.999% availability, high performance, security and scalability.

Background

State Bank of India is the largest state-owned banking and financial services company in India by almost every parameter – revenues, profits, assets, market capitalization, etc. The bank provides a range of banking products through its vast network of branches in India and overseas, including products aimed at non-resident Indians. The group has nearly 16,000 branches, and has the largest banking branch network in India. The Bank has 131 foreign offices in 32 countries across the globe with about 45,000 ATMs.

Challenges

The SAP application team had planned various human resource management system (HRMS) modules for online transaction and reporting. Unfortunately, the SAP native Web dispatcher was unable to perform under high load, and the company had concerns about

Industry:

Financial Services

Challenges:

Insufficient server capacity and availability issues

Lost orders, failed SSL transactions, slow response, and lost revenue opportunities

High server, license and power costs

Solution:

Array Networks APV with server load balancing and SSL offloading

Integrated application acceleration with caching, compression and TCP connection multiplexing

Benefits:

SAP certified integration

99.999% high availability

5X accelerated user experience

600% increase in SSL transaction capacity

230% increase in server utilization

50% reduction in network bandwidth

50% reduction in hardware, software and energy costs

the availability of business-critical SAP applications. The bank also needed all transactions to be SSL encrypted for security and compliance, which significantly increased the burden on the servers, pushing them near 100% CPU usage.

As a result, users at various geographic locations experienced slow application responses, failed pages, and frequent service interruption. Suffering from lost revenue, decreased productivity and unhappy customers, the company's IT team looked for a high-availability intranet and Internet application acceleration solution.

Solution and Results

The bank selected the SAP-certified Array APV Series Application Delivery Controller to scale their SAP transaction handling capacity, improve availability and eliminate application performance issues. Additionally, the company was able to avoid additional server hardware and software license costs. Having suffered from sluggish server response and availability issues for over a year, the company was initially skeptical that a plug-and-play application acceleration appliance could be the proverbial silver bullet they were looking for to make applications go-live for all users.

The solution is in APV's intelligent load balancing and multiple acceleration technologies such as content rewrite, SSL offloading, multiplexing HTTP and TCP streams, caching and compression. The combination of these technologies drives

application performance and availability to higher levels by reducing the number of connections on the SAP servers and accelerating data transfers, enabling the servers to handle more banking transactions, resulting in unmatched performance and availability, and increased business productivity.

The company was very impressed with Array's APV Series and employees and customers reported a vastly improved application experience. The company was able to optimize overall server traffic and improve capacity to support more users, and subsequently added four additional SAP modules into the server farm without affecting availability, performance and user experience.

Summary

The Array APV Series ADC is delivering SAP HRMS application to more than 400,000 users for centralized access with improved user experience, a 5X boost in application performance and the ability to handle sustained high transaction loads. The solution has significantly improved transaction speeds for user access and the bank saved hugely on operational costs.

