



Nomad Enterprise Helps Grupo Banco Popular to get Maximum Value From its Branch Network

Grupo Banco Popular's many branch locations were served by a PC-based network that could be affected by heavy network traffic. With 1E's Nomad Enterprise™, the bank's cost-effective network now provides a highly efficient system for distributing, updating and managing software, with high levels of reliability and security.

Customer profile

An established financial institution in Spain, Grupo Banco Popular has a presence across the entire country as well as Portugal and France. Since its foundation in 1926 it has grown to become Spain's largest banking group, with nearly 2,400 retail branches. It has earned a Europe-wide reputation for the service it offers to both personal and business clients.

The challenge

The number and spread of Banco Popular's branch locations means that IT is central to the Group's service efficiency. Every branch has secure access to a suite of highly customized client applications over a wide area network (WAN). Although many branches use a dedicated server to access these applications, smaller branches rely on a desktop PC which is configured to act as a server. Whilst this creates a cost-effective network that gives each branch a high level of information and service provision, it can be subject to network delays.

As increasing levels of activity began to impact customer responsiveness, the bank initiated a major review of its systems and server management tools. It identified Microsoft System Management Server 2003 (SMS 2003) as the optimum platform; but the standard implementation assumes a server at each branch, different to Banco Popular's infrastructure.

The solution

The team at Microsoft had anticipated the bank's concerns and immediately began to review alternative options and configurations. With the focus on optimizing Banco Popular's existing IT infrastructure, the obvious choice for a systems management provider was Microsoft Partner 1E, whose expertise and solutions directly address such challenges. After listening carefully to the Group's particular requirements, 1E's consultants recommended the implementation of Nomad Enterprise, a flexible, high-performance application designed specifically to enable software distribution to remote branch offices which lack server support.

Solutions Overview

Project Requirements

Grupo Banco Popular needed a more efficient way to distribute a growing volume of network traffic, security patches and system updates to its branch network.



- Leverage its existing network infrastructure
- Deal with increasing network traffic and software requirements
- Maintain customer responsiveness
- Get value from Microsoft SMS 2003

Solution

Grupo Banco Popular chose Nomad Enterprise™ for:

- Fully automated software distribution
- High levels of service with low bandwidth
- Consistent levels of service throughout the branch network

Key Benefits

- Less resource needed to keep contact with branches
- No need for extra staff or IT expenditure
- Faster and more resilient network performance overall
- More reliable operation of unrelated applications like email
- High levels of customer service with no downtime or delays
- Cost savings through leveraging existing infrastructure
- Full benefits of SMS 2003 without hardware upgrade

Nomad Enterprise is intended to address the particular needs of large distributed environments, such as banks, retailers and similar institutions, where a large number of geographically dispersed branches each requires a consistently high level of network access and support. It works by ensuring that centrally held software programs and updates are only ever copied once over the WAN (or each subnet) and has the intelligence to select automatically the best available local computers to operate as temporary storage while local distribution and updating takes place. In the event of a power failure during this process, full failover capabilities operate.

Since it is built specifically to operate in conjunction with SMS, Nomad Enterprise is able to define a maximum level of bandwidth usage and offer highly effective end-to-end bandwidth throttling, giving superior overall network traffic management within the SMS environment. This means even the most remote branches are guaranteed the same highly reliable connections of the larger offices.

The benefits

Despite continually increasing network traffic, less resource is now needed to keep close and effective contact with the Group's branches. With manual updates and connectivity problems virtually eliminated, there has been no need to increase IT staff or expenditure.

An unexpected benefit is that the bank's network is now faster and more resilient thanks to efficient bandwidth usage. So email and other communications tools also operate more quickly and reliably.

Crucially, customer service remains high and downtime and delays are no longer an issue. Nomad Enterprise contributes to the Group's cost savings by protecting its existing infrastructure and enabling it to take full advantage of SMS 2003 without having to buy new servers.

"In the banking environment, it's vital we keep systems and application software for desktops and servers up-to-date to ensure the effectiveness of both operations and security. In situations like this, SMS and Nomad Enterprise provide the toolset that every IT department needs.

We are very satisfied with the high levels of functionality, reliability and complete manageability achieved through SMS 2003 and Nomad Enterprise for software distribution. Nomad Enterprise is the perfect complement for SMS implementation in branches without local servers and with low capacity communication lines. It also adds additional benefits, such as preserving the creation and modification date of the distributed files.

The 1E products have performed with flawless efficiency since installation. They require very little support, but we know 1E is always available when required. We are very satisfied so far, and would welcome the team's expert input for our future plans and projects."

Banco Popular's Director of IT Architecture, Andrés Modet concludes: "Nomad Enterprise is the perfect complement to our server platform strategy. It allowed us to achieve flawless and fully automated software distribution over the organisation's entire server and desktop population. Without this tool, the SMS implementation would simply have been unfeasible."

1E – Empowering Efficient IT

We believe every one of our customers should expect more from their IT. Founded in 1997, 1E pioneered advanced PC power management with the release of ground-breaking solutions like NightWatchman® and WakeUp™. That innovative approach has continued with the development of revolutionary concepts like Useful Work™, Drowsy Server® and Computer Health™ as part of a unique range of industry-leading solutions. Headquartered in London and New York and with 14 million licenses deployed world-wide, over 1100 organisations in 42 countries have trusted us to help them to work effectively, productively and sustainably. To date, we have helped our customers save in excess of \$530m in energy costs alone, cutting CO₂ emissions by 4.3 million tons. We have many imitators, but there is only one 1E.

For more information:

USA/Canada Toll Free 1 866 592 4214

UK/Europe +44 208 326 3880

India +91 120 402 4000

Email info@1e.com

Web www.1e.com

