



Abstract

Customer Profile



Customer	Singapore OCBC Bank
Industry	Finance
Country	Singapore
Website	www.ocbc.com

Solution

Centerm Cloud Clients GM810A
+ CDMS + Citrix Xenapp + IBM
AS400

Deployment

Application Scenario:
Customer service Dept., Offices & Factory

Deployment Scale:
500+ units



Case Study

Singapore OCBC Bank

Centerm thin clients have performed as perfect accessing devices in OCBC bank's Citrix Xenapp + IBM AS400 environment.

2012.08

Customer Comments

“Centerm thin clients have provided us high usability while eliminating the risk of virus infection.”

--Kumresan

IT Engineer of Singapore OCBC BANK

Introduction



The OCBC Bank group of businesses comprises a family of companies owned by Singapore's longest-established local bank.

OCBC Bank is the longest established Singapore bank, formed in 1932 from the merger of three local banks, the oldest of which was founded in 1912. Since the time of our founders, we have always understood the financial needs of our customers and developed financial solutions that meet their needs.

To address increasingly diverse needs across different communities and geographies, OCBC Bank has expanded and acquired businesses beyond the realm of commercial banking. OCBC Bank has been ranked by Bloomberg Markets magazine as the World's Strongest Bank for two years, 2011 and 2012.

Challenges

Before they adopted thin clients, Singapore OCBC bank used PCs for daily work. And they suffered from many inconvenience brought by PCs:

- **Low Deployment Efficiency:**
IT stuffs need to configure PCs one by one --- install software one by one and configure the system environment one by one. They averagely needed to take about 2 hours for each PC. The work burden is heavy while the efficiency is low.
- **Low maintenance efficiency :**
when there is a breakdown of the PC, the average defect recovery time was more than 30 minutes, which would cause business interruption
- **Risks of Information security :**
When they used PC, they used USB disks and other peripherals frequently and caused viruses and Trojans, threatening the security of the information system.

Solution & Benefits

To improve the deployment & maintenance efficiency as well as information security, OCBC Bank decided to turn to virtualization instead of the traditional PCs. They deployed Citrix XenDesktop and Xenapp for their virtualization infrastructure of the R & D departments and offices. And after a series of evaluating and testing, finally they chose Centerm thin clients as the accessing devices. After the whole deployment, they have found that they've entered a brand new office mode with highly improved efficiency and security. Firstly, the deployment efficiency was greatly improved. Originally the IT stuffs needed to install the operation system for each PC one by one, install the software on each PC one by one, and configure the system one by one, which totally took averagely 2 hours on each PC. Now with Centerm thin clients, the IT admins only need to distribute the thin clients to the employees, who only need to power on the thin client with no configuration needed and login to their own virtual desktop or applications to start their work. For the maintenance, with Centerm CCCM management system, the defect restoration time was greatly reduced to 5~20 minutes from over 30 minutes before. The maintenance efficiency was also highly improved, which effectively guaranteed the business continuity.

Meanwhile, after adopting Centerm desktop management system, the peripherals like USB disks were under strict control and the problem of the quick spreading of virus & Trojans brought by the unlimited use of peripherals was solved. The main resource and transmission route of computer virus are effectively blocked and the security risks are greatly reduced, which has highly improved the security level of their information system.