



CASE STUDY: FINANCIAL INSTITUTION

A Bank Integrates FatPipe® WARP™ to Ensure Reliability and Redundancy in WAN Connectivity for its Online Services

This bank is one of the largest independent banks in Texas and is a significant contributor to business and industry development in major parts on the U.S./Mexico border and South Texas. The Bank provides superior banking services to its worldwide clientele with an array of custom-made financial products and solutions.

One of its premium service offerings is its online banking services. The bank cannot afford to have disruptions to online services. While outsourcing its IT system, the bank experienced Internet downtime. Frustrated by the instability of the outsource management group's network, which caused delays in the banks services and lowered productivity at all levels, the bank decided to bring its web servers in-house and integrate FatPipe WARP into its network as a solution.

SOLUTION OVERVIEW

SITUATION

The bank formerly outsourced the management of its IT systems including web servers, but decided to bring its system in-house after experiencing multiple service failures during that time. They realized it required a failsafe way to maintain Internet connectivity as it brought the servers in house.

SOLUTION

They integrated FatPipe WARP into its network to achieve WAN redundancy, reliability and speed. It setup a second WARP in a unit failover configuration to create the best redundancy solution on all levels.

BENEFITS

WARP dynamically balances load over the disparate connections when all lines are up. WARP also has automatic failover capabilities, which will reroute traffic from failed lines to available lines when necessary. The bank now has uninterrupted connectivity, the key to business continuity and customer satisfaction.

The bank uses FatPipe's WARP to achieve the highest level of fault tolerance of its mission critical Internet-based applications and services, which are used by the bank's staff and customers. FatPipe WARP combines a T1, a 3 Mbps connection, and a DSL through the FatPipe to provide Internet reliability and redundancy.

The ability to aggregate the different lines from separate providers to obtain the Internet redundancy it needed was an important element to the institution. "We were looking at making sure we can have continuous (Internet) uptime regardless of what pipes we were using," stated the Sr. Network Security Administrator.

Once the bank brought the servers in house, challenges it faced included multiple power outages and at one time, a sewer pipe explosion. The Network Security Administrator and his team prepared for the power outages by setting up a power generator, yet some lines still failed. Having the FatPipe in place allowed the bank's WAN to remain up and running by automatically rerouting IP traffic to available lines. When the sewer pipe burst, it knocked off the bank's T1 for days, yet online services were still running and accessible to all users, using FatPipe to provide the automatic failure. "From a user perspective, it was all transparent," said the Administrator

Their mission-critical Internet-based applications -- including online banking, email, and other applications -- are solely dependent on WARP to provide redundancy, reliability, and speed "I would have a lot of upset customers if our online services were cut off. FatPipe's SmartDNS functionality is a key component to our business continuity," the administrator concluded.