

Türkiye Finans deploys Opengear to remote sites for secure remote monitoring, access and control of their distributed network.

SUMMARY

Turkey's Finance



Industry:
Financial Services

Customer Profile:
Türkiye Finans Katılım Bankası was founded in 2005 following the merger of the companies Family Finans and Anadolu Finans. Türkiye Finans Katılım Bankası has 250 branches and approximately 4,000 staff serving over 1 million customers across Turkey and internationally.

Objectives:

- ▶ Enable secure management of critical infrastructure at bank branches by central operations staff
- ▶ Proactively help detect and resolve ICT issues with minimum downtime
- ▶ Provide connectivity resilience as part of best practice business continuity

Opengear Solution:

- ▶ ACM5500 Remote Management roll out to 250 sites

Results:

- ▶ Simplified remote management including back up and restore of managed infrastructure configuration and operating system images
- ▶ Off-site configuration of network infrastructure during remote installs and upgrades
- ▶ Significant reduction in break-fix time across a wide range of infrastructure issues, including total failure of WAN connectivity

THE CHALLENGE

Turkish banking group, Türkiye Finans Katılım Bankası, has a proactive attitude to protecting its IT systems that serve over 1 million customers across Turkey and internationally. As part of an ongoing process to improve the detection and resolution of ICT issues, the bank decided to upgrade remote management of critical network and IT infrastructure in 250 branch locations.

The bank identified a need to create an out-of-band management network utilizing PSTN across its highly dispersed bank branch sites. The bank turned for advice to CTS Bilişim, an Istanbul-based expert in data center and server room monitoring and management technology. Key criteria for the solution included:

- ▶ Strong data encryption to ensure secure communications
- ▶ Built-in out-of-band access and control for the provisioning, maintenance and repair of critical systems
- ▶ Flexible, scalable product offering to serve both data center and branch sites
- ▶ Competitive price versus performance aspect with non-restrictive upgrade policy
- ▶ Proven technology supplier with credible reference sites

"Opengear had a clear price and performance advantage compared to other products we evaluated and it also had several advanced features that we felt offered us additional benefits."

- Erdal Ek
Senior Network Specialist
Türkiye Finans

THE SOLUTION

Following a thorough evaluation process of competing solutions, Türkiye Finans Katılım Bankası selected the Opendgear ACM5500 Remote Management Gateway to enable secure remote monitoring, access and control of its distributed installs, using its built-in PSTN, serial console and management LAN connectivity.

According to Erdal Ek, Senior Network Specialist for Türkiye Finans, the Opendgear solution had a number of benefits including the ease with which remote admins can upload managed infrastructure configuration and operating system images from the ACM5500's internal flash drive for remote bare-metal provisioning and repair of critical systems.

The bank has installed Opendgear at branches across the country and Erdal Ek confirms that the out-of-band solution has improved the IT department's ability to both manage and configure remote devices during installation or if a problem arises. "Opendgear saves us time and allows us to quickly understand and resolve a wide range of problems and ultimately increase customer satisfaction," Erdal Ek adds.

Working closely with CTS Bilişim, an Opendgear partner, the bank is upgrading each branch with Opendgear ACM5500 Remote Management Gateways, integrating a secure serial console server and PSTN dial-in gateway hardened with stateful firewall, FIPS 140-2 certified SSL, strong-cipher SSH, OpenVPN and IPsec VPN, to ensure rigid security compliance around sensitive financial transactions.

For its high-density data center environments, the bank has specified the Opendgear IM series Infrastructure Manager offering up to 48 console connections in a single rack unit. Türkiye Finans Katılım Bankası plans to complete the roll-out to an additional 145 sites during 2014.

ACM5508-2-M Remote Management Gateway

- ▶ Complete remote management solution in one box
- ▶ Built-in TFTP server & 4GB flash storage for remote configuration
- ▶ Integrated console server, managed router, switch and firewall serial & USB consoles
- ▶ Deploy in wiring closets, branch offices, communications cabinets and harsh remote sites
- ▶ Military-spec security, FIPS 140-2 SSL and SSH, stateful firewall, OpenVPN & IPsec
- ▶ Environmental and physical sensor alarm notification via SMS, SNMP or Nagios
- ▶ Automatically detect and recover from network outages and repair equipment faults



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Senior Network Specialist
Türkiye Finans

Key Features: Opendgear ACM5508-2-M

- ▶ V.92 PSTN modem
- ▶ Built-in TFTP server & 4GB flash storage for remote configuration
- ▶ Local session logging
- ▶ Extensible root-level scripting access
- ▶ Custom dev kit for specialized applications
- ▶ Manual and automatic remote power control
- ▶ Lock down management interfaces with local and remote AAA

About Opendgear:

Founded in 2004, Opendgear designs, manufactures and delivers the most feature rich, cost effective, flexible solutions for secure remote infrastructure management. Opendgear enables companies to access and manage virtually any electronic device on their network remotely and securely from anywhere, even if the network is down, to improve efficiencies and maximize business continuity. The company is headquartered in Sandy, Utah, has substantial operations in the UK and Australia, and sales partners worldwide. For more information, please visit www.opengear.com

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