

Turkish bank deploys Opengear to remote sites for secure remote monitoring of their distributed IT infrastructure

Türkiye Finans Katılım Bankası, a Turkish financial institution serving over one million customers, took a proactive approach to protecting their IT systems and improving their remote management of critical networks

Turkish banking group, Türkiye Finans Katılım Bankası, has a proactive attitude to protecting its IT systems that serve over one 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 utilising PSTN across its highly dispersed bank branch sites. The bank turned for advice to CTS Bili im, an Istanbul-based expert in data centre 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 centre and branch sites;
- Competitive price versus performance aspect with non-restrictive upgrade policy;
- Proven technology supplier with credible reference sites.

The solution: ACM5508-2-M Remote Management Gateway

Following a thorough evaluation process of competing solutions, Türkiye Finans Katılım Bankası selected the Opengear 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 Opengear 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 Opengear 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. "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. Opengear 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 Bili im, an Opengear partner, the bank is upgrading each branch with Opengear ACM5500 Remote Management Gateways, integrating a secure serial console server and PSTN dial-in gateway hardened with a 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 centre environments, the bank has specified the Opengear 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.

Founded in 2004, Opengear designs, manufactures and delivers the most feature rich, cost effective, flexible solutions for secure remote infrastructure management. Opengear 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 maximise business continuity. The company is head-quartered in Sandy, Utah, has substantial operations in the UK and Australia, and sales partners worldwide.

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"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..."