CASE STUDY
Intel® vPro™ technology
Security and Manageability

Central European bank tightens the vaults

MKB Bank turns to Intel® vPro™ technology to enhance disaster recovery and bolster security across its computer fleet

Being one of the largest commercial banks in Hungary MKB Bank is a leader in project financing and factoring, with over 20 per cent market segment share. It is also one of the largest players in lending to non-financial companies. With operations also in Romania and Bulgaria, the bank has approximately one million customers across the three countries. It has a mandatory obligation to ensure it has failsafe disaster recovery systems in place to ensure data protection. As a result, MKB Bank implemented Intel® vPro™ technology to provide remote management of its disaster recovery clients, and then decided to roll the technology out across its entire desktop PC and laptop fleet within its Hungarian operations.

"If systems are breached or customers can't contact the bank the damage can only be calculated in the aftermath. But now we can ensure this does not happen thanks to Intel® vPro™ technology."

Istvan Elek,
Head of IT Operations, MKB Bank

CHALLENGES

- **Disaster recovery:** Ensure business-critical disaster recovery systems could be up and running within one hour
- **Quick roll-out:** Deploy critical workstation images unattended on disaster recovery sites within hours
- **Cost savings:** Reduce the cost of IT desktop management, accelerate maintenance processes, and excel on service-level agreement (SLA) goals

SOLUTIONS

- **Remote management:** Deploy Intel® vPro™ technology on business-critical workstations across disaster recovery sites to remotely manage computers
- **Optimal operations:** Use Intel® Active Management Technology (Intel® AMT) to optimize remote management, maintenance, repair, and hardware and software inventory
- **Tighter security:** Intel vPro technology and Intel AMT provide comprehensive security for desktop PC and laptops including quarantine functions that protect the network by filtering data traffic

IMPACT

- **Meeting needs:** Fast disaster recovery deployment and improved business continuity for business-critical departments ensuring data security
- **Rising SLAs:** The IT department enhanced its SLAs to bank users with the remote management capability of Intel vPro technology
- **Savings:** Maintenance time has gone from days to hours, leading to substantial cost savings, and the bank has ensured its reputation is protected

Banking on disaster recovery

MKB Bank, previously known as Magyar Külkereskedelmi Bank, is the third-largest commercial bank in Hungary. It was Central Europe's first bank to be privatized in 1994 during a period of economic liberalization. Owned by German BayernLB (Bavarian State Bank), it is required by mandatory banking regulations to establish and maintain a disaster recovery system for its banking operations.

The bank's IT operations are extensive, with sites across Hungary that need to provide seamless and uninterrupted services for banking clients. On disaster recovery sites, the bank runs client PCs which can take over the job of business-critical clients across the IT infrastructure in the event of a disaster. These client PCs, which serve the needs of the bank's contact center and intra-bank treasury applications, need regular updates and maintenance to function at optimal efficiency.

However, updating and maintaining the disaster recovery clients typically took days because of the bank's dispersed locations. To ensure its disaster recovery functions were running at optimal efficiency, the bank identified several key objectives. First, business-critical workstations on the disaster recovery system needed to be up and running within one hour, with images from these machines backed up on a regular basis. The bank also wanted to be able to deploy workstation images in unattended mode on disaster recovery clients within hours instead of the several days it usually took.

Intel® vPro™ technology improves security and sees end-user service levels rise and costs plummet

Drilling down

At a wider level, MKB Bank wanted to choose a PC platform that would dovetail with Microsoft System Server Configuration Manager* (Microsoft SSCM*), a PC management platform that assesses and deploys servers, clients, and devices across physical, virtual, distributed, and mobile environments.

At the same time, the organization wanted to find ways to reduce the IT operational costs of desktop management. Within this over-arching context, it was looking for a remote management PC system that would automate everyday PC maintenance tasks and also ensure PC users within the bank experience less downtime.

The bank piloted Intel® Core™2 Duo processors for notebooks and desktops. One of the features of Intel Core 2 Duo processors is Intel® vPro™ technology. This processor-based technology enables IT to take advantage of hardware-assisted security and manageability capabilities that enhance their ability to maintain, manage, and protect their business PCs.

Following an assessment, MKB Bank realized that the remote management features of Intel vPro technology would enable it to meet its objectives.

For example, the bank could carry out many tasks remotely including hardware and software inventory, PC health check and diagnostics, configuration management, back-up and client restore in the disaster recovery system, automation of recurring tasks, and piloting of new protection services.

From days to minutes

Intel® AMT is the component of Intel vPro technology that enables remote management through features such as out-of-band system access, hardware-based agent checking, proactive alerting, and remote hardware and software tracking.

The benefits were immediately apparent. It typically took several days to deploy important images across disaster recovery sites. However, with Intel vPro technology, this was reduced to 30 minutes. The costs required to travel to remote disaster recovery sites plunged dramatically. Today the only reason to travel to these sites is when hardware needs replacing. However, of far greater importance was the protection to the bank's reputation. It could now ensure that its contact center is available around-the-clock while its intra-bank treasury applications are firmly protected.

MKB Bank now intends to replace all of its desktop PCs with computers which feature Intel vPro technology. For its laptops it will deploy Intel® Core™ i5 processor which incorporates Intel vPro technology, and Intel Core 2 Duo processor, which also features Intel vPro technology, for desktop PCs.

The bank began deploying Intel Core 2 Duo processor with Intel vPro technology at its three disaster recovery sites using Microsoft SSCM as the remote management console. When the deployment is complete it will have 3,000 desktops across 80 sites. The desktop computers it is using are primarily HP DC8000*, DC7900* and DC7800*.

This decision has been informed by the benefits the bank received from its disaster recovery site deployment, its return-on-investment (ROI) calculations and the comprehensive protection it provides to the bank's reputation.

MKB Bank no longer needs to have a system administrator at its disaster recovery site. Also, service levels for end-users were significantly increased thanks to remote problem solving. Business continuity was improved in business-critical departments. And finally, disaster recovery became much quicker.

Spotlight on MKB Bank

MKB Bank, previously known as Magyar Külkereskedelmi Bank, is the third-largest commercial bank in Hungary. It was Central Europe's first bank to be privatized in 1994 during the period of economic liberalization that followed the dissolution of communist rule.

Owned by BayernLB (Bavarian State Bank), ranked the sixth largest bank in Germany according to total assets, MBK Bank has approximately one million customers and 219 branches throughout Hungary, Bulgaria, and Romania.

Saving money

The bank also considered the Intel vPro technology quarantine function particularly beneficial, since it lets network communication be filtered if PCs or groups of PCs become infected. Further to this, the bank can protect sensitive business information held on desktop PC and laptops from attacks.

To help it plan potential ROI from its use of Intel vPro technology, MKB Bank used the Intel vPro calculator. This is a free, Web-based tool is easy to use and requires only simple data inputs. Intel developed the calculator by using its accumulated experience with Intel vPro technology since its launch in 2006.

Istvan Elek, head of IT operations for MKB Bank, said: "We now plan to use all of the benefits that Intel vPro technology provides. In a sense, the disaster recovery site deployment was a test to see how the technology worked in practice and what it could deliver in real terms."

"One of the first notable things, and more so given the recent economic instability, was the significant amount of money we saved by deploying Intel vPro technology. This was important, but if systems are breached or customers can't contact the bank, the damage can only be calculated in the aftermath. But now we can ensure this does not happen thanks to Intel vPro technology."

Find a solution that is right for your organization. Contact your Intel representative or visit the Reference Room at **www.intel.com/references**

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