



CASE STUDY

Solution at-a-glance

Company

PT. Bank Rakyat Indonesia
(Persero), Tbk.

Industry

Financial services

Business size

Enterprise

Employees

35,000 nationwide

Customer application

Protecting data

StorageTek® solutions

- PowderHorn® 9310 tape libraries
- T9840 tape drives
- Automated Cartridge System Library Software (ACSL Manager™ software)

Business results

- Accelerated backups
- Cost and labor savings
- Backup consolidation
- Capacity expansion for future growth needs

Bank Rakyat Indonesia (BRI)

StorageTek's new storage solution helps BRI protect and manage its current environment while preparing for future growth

For a nation as diverse as Indonesia, straddling more than 13,500 islands and home to more than 235 million people of different cultures and religions, the task of delivering banking and financial services has always been a challenging one. This is also the case for Bank Rakyat of Indonesia (BRI), which provides loans and financial services to low-income farmers as well as to micro, small and medium enterprises across the vast archipelago.

Business issues

BRI's exponential growth of data and transactions has grown in tandem with the state-run bank's expansion. The operation of an extensive network of more than 4,500 offices has prompted the bank to reassess its storage needs to cope with its demanding and changing business.

In January 2002, the bank's IT administrators recognized the urgent need to upgrade their storage system. More importantly, they needed to find a more efficient way to manage the bank's continuous and long-term data growth. Tape backup processes had become a daily chore requiring the handling of more than 100 tapes per day. The manual batch processing took two hours each for pre- and post-processing, using too many resources and too much time.

StorageTek® was called in to upgrade the bank's entire tape backup process, to speed up the backup times and increase staff efficiency. While maintaining the present system, StorageTek also was asked to develop a new storage solution for the bank's IBM AS/400 core banking system. This would accommodate the future rapid data growth, both at the data center and at the data recovery center.

The solution

A PowderHorn® 9310 tape library was installed at BRI's primary data center, together with 28 of StorageTek's very-high-performance T9840B enterprise-class tape drives. The latter allowed for very-high-speed data storage and retrieval. A similar configuration was set up at the bank's disaster recovery site.

With the new tape drives, the capacity for each tape was increased to 20 gigabytes, and as much as 60 gigabytes when compressed with LZ-2. "The average data access time was extensively reduced," said Mohammad Irfan, IT general manager of BRI. "The IT administrators of BRI now have more time for other demanding tasks — development and management of other projects.

"With the completion of the upgrading exercise, all of BRI's captured data is now precisely backed up into reliable media and accessed quickly when needed."

Financial benefits

"One of the key benefits to BRI has been a drastic reduction in labor hours needed to administer the StorageTek tape drives versus the phased-out legacy devices," said Irfan. "The solution solved our key backup issues." The upgrading also has provided BRI with high-performance and automated backup, as well as the flexibility to allow for future growth requirements.

Business benefits

BRI significantly bolstered its business continuity capability with a more-efficient and more-reliable backup process. Now, at the end of every day, and across three time zones, cumulative backups take a maximum of one hour. "After the upgrading, our pre- and post-batch processing has been reduced from approximately four hours to less than 30 minutes for each of the processes," validated Irfan. "The StorageTek solution satisfied the bank's needs for high-performance backup, meeting the demands of backup speed, high availability and sufficient storage capacities to cope with the growing business of serving the Indonesian small and medium enterprises, both far and wide."

Technology benefits

By upgrading to the efficient and proven PowderHorn library and installing higher-capacity T9840B tape drives, BRI now is well positioned to minimize its use of media and to maximize the space it needs to accommodate future growth. The new storage solution also supports BRI's goal of backup consolidation, where the robotic silo can be used not only for AS/400 but also for mainframe and open systems, such as Wintel and UNIX platforms.

About Bank Rakyat Indonesia

Bank Rakyat Indonesia (BRI) is a government commercial bank that began as an agricultural development bank. To increase client reach and profits, microfinance products and services were introduced to low-income clients in 1984. At present, services are offered in Indonesia through an independent microfinance unit to both rural and urban clients. In 2001, Bank Rakyat Indonesia (BRI) had 2,790,192 microloan clients, of which 7 percent are women. Of the 27,045,184 clients that receive microsavings services, more than 25 percent are women.

StorageTek performance metrics summary

Goal	Before StorageTek solution	After StorageTek solution	Results
Upgrade backup processes and support	Native backup device	PowderHorn 9310 tape library	Data access time extensively reduced Capacity increased to 20 gigabytes
Speed up backup times		T9840 tape drives for high-speed data storage	Backup processes reduced from 4 hours to less than 33 minutes each
Improve tape drives	Legacy devices	T9840 tape drives	Increased performance and management
Increase staff efficiency	Manual operation	Semi-automatic robotic operation Compatible with open systems	Staff has time for other tasks
Prepare for future rapid growth			
Manage better	Manual	Semi-automated system	Minimized risk of data loss due to manual errors

Case study company: Bank Rakyat Indonesia (BRI)

"By deploying the best storage and cost-performance solutions from StorageTek, BRI can take advantage of the PowderHorn's advanced tape library technology. This provides the performance, efficiency and availability to help us move forward."

Mohammad Irfan, IT General Manager of Bank Rakyat of Indonesia



ABOUT STORAGETEK

Storage Technology Corporation (NYSE: STK) is a \$2 billion global company that enables businesses, through its information lifecycle management strategy, to align the cost of storage with the value of information. The company's innovative storage solutions manage the complexity and growth of information, lower costs, improve efficiency and protect investments. For more information, visit www.storagetek.com, or call 1.800.275.4785 or 01.303.673.2800.

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