

Česká spořitelna automates ATM software maintenance



“Updating the software on our ATMs by means of HP OpenView Change and Configuration Management saves us millions of crowns each year. The ATM Web Portal helps us to ensure customer satisfaction by enabling us to check and track the status of each ATM from the convenience of a central console.”

Jiří Charousek, IT specialist,
Česká spořitelna

The logo for Česká spořitelna, featuring the text 'ČESKÁ SPOŘITELNA' in blue and red, with a red stylized 'S' symbol.





The power of automation

Česká spořitelna, the largest retail bank in the Czech Republic, operates around 1,100 NCR ATMs (Automatic Teller Machines) – which amounts to more than a third of all ATMs in the entire country. Updating the software on these ATMs, distributed across the Czech Republic, used to require a considerable amount of effort and travel. Today, thanks to the HP OpenView Change and Configuration Management Solution, software updates can be distributed without effort from a central console. Also, getting the right advertising message to the right location at the right time has never been easier for Česká spořitelna.

Facing ATM management challenges

Around 50 technicians, based at eight branch offices across the Czech Republic, were kept busy fixing faults and updating the software on the ATMs of Česká spořitelna by means of portable media such as diskettes. Any time an ATM software update returned errors or failed altogether, the technician had no option but to return to base, report the problem, wait for a fix, and then repeat the update procedure. Due to lack of complete or up-to-date inventory and location information on the ATMs, getting the right patch or upgrade to the right ATM used to require a considerable amount of communication and partly relied on guesswork. Another readily apparent drawback of manual updates was the display of outdated (and thus largely ineffective) advertisements on the ATM screens.

Finding the right solution

In 2003, the IT organization of Česká spořitelna investigated a number of software distribution and maintenance solutions for its ATM environment. While most of the bank's ATMs are connected via 64 kbps lines, one of the obstacles to be overcome included slow links: some of the ATMs were connected via GPRS links limited to 9.6 kbps upstream.

The HP OpenView Change and Configuration Management solution was chosen because of its superior capabilities and NCR certification. During the Proof-of-Concept phase, experts from HP Consulting & Integration demonstrated that the HP OpenView solution fully met all specified requirements, including:

- Support for the Microsoft Windows NT4 and XP platforms – Česká spořitelna migrated all of its ATMs to XP in 2004
- Compatibility with standard ATM protocols and interfaces
- Extensive hardware and software inventory capabilities for proprietary ATMs
- Reliable distribution of software updates and patches via various bandwidths, including slow GPRS links

Smooth rollout

The HP OpenView Change and Configuration Management based ATM software maintenance solution for Česká spořitelna was implemented by HP Consulting & Integration in cooperation with AHASWARE, a certified HP Partner. The project team included three IT specialists who were involved in the coordination plus a specialist from NCR, manufacturer of the ATMs used by Česká spořitelna. Issues such as the use of proprietary connection devices with the GPRS lines or the specific nature of NCR's SNMP implementation were jointly resolved.

The initial pilot installation served five ATMs. Following a brief tuning and customization phase, this number was expanded to 30. Within less than six months, the HP OpenView Change and Configuration Management Solution enabled Česká spořitelna to take proactive control of its nationwide ATM environment, delivering the full benefit of Desired State Management.

Today, if an ATM fails, the administrator is instantly notified so corrective action can be initiated without delay.



ATM Web Portal from AHASWARE

Tuned to the specific requirements of Česká spořitelna, the ATM Web Portal developed and implemented by AHASWARE is tightly integrated with both the HP OpenView Change and Configuration Management server and the Oracle RDBMS database used by HP OpenView.

To check and remotely control an individual ATM, the technician accesses the ATM Web Portal for authentication and authorization and then uses standard browser techniques to obtain all relevant information – including the ID number, the location, the current hardware status and the diagnostics history of each ATM. All of this information is provided through a user-friendly view that enables the technician to drill down to the required level of detail. The remote control section in this view includes a set of predefined queries and actions/scripts remotely executed on the selected ATMs which help the technician to diagnose and resolve current issues.

HP OpenView Change and Configuration Management provides periodically inventoried data and the sole, secure and reliable communication channel from the ATM Web Portal to the ATMs.

“The ATM Web Portal enables us to check the current status of any ATM from a central console. This method is quicker, cheaper and much more convenient than sending out technicians to each ATM – and it instantly delivers accurate and to-the-minute information,” observes Jiří Charousek, IT specialist, Česká spořitelna.

Inventory control and to-the-point reporting

The ATM Web Portal delivers detailed inventory data and evaluates the ATM event log, enabling the bank’s IT organization to decide on the right hardware or software upgrade at the right time.

The ATM-related inventory reports generated by Česká spořitelna provide all statistically relevant information, including standard inventory information (such as CPU, RAM capacity, disk drive status, software version and status), ATM software and device event logs.

ATMs – more than just cash dispensers

Today, the ATMs of Česká spořitelna run on Windows XP under HP OpenView Change and Configuration Management, allowing the bank to deliver freshly created advertising content – such as attractive interest rates for mortgages – to ATM users. The ability to update this content with extremely short lead times has generated an attractive new revenue stream: selling advertising time to third parties. Currently, Česká spořitelna ATMs display advertisements for companies such as mobile telephony providers Eurotel and Oskar.

“Our ATMs not only issue cash – they also earn their keep as advertising media. Today, we’re able to dispatch new advertisements as often as we like. We can even target these at ATMs at specific locations – such as shopping malls,” notes Jiří Charousek.

Significant savings

Today, the entire centralized ATM management of Česká spořitelna is handled by a single administrator. The software delivery time has been reduced from two to three weeks to two to three hours – which translates into savings of 2 million Czech crowns per year. The costs of software patch deployment have been reduced by 1.5 million Czech crowns per year. The ATM Web Portal saves Česká spořitelna around 3 million Czech crowns in administrative costs.

Other HP OpenView products used by Česká spořitelna:

- HP OpenView Operations (HP-UX)
- HP OpenView Network Node Manager
- HP OpenView Storage Data Manager
- HP OpenView Performance Manager

Desired State Management

HP OpenView Change and Configuration Management delivers the unique Desired State Management concept, ensuring that the customer’s software environment readily adapts to changing needs – with minimum effort and virtually zero manual intervention.

Desired state management means that HP OpenView Change and Configuration Management automatically re-tunes your software environment – no matter how fast or how far your business moves.

Customer at a glance:

Headquartered in the Czech capital of Prague, Česká spořitelna is geared towards private clients, small and medium-sized companies, towns and municipalities. Česká spořitelna also plays a significant role in the financing of large companies and corporations across the Czech Republic.

With 5.3 million clients, the Financial Group of Česká spořitelna is the largest retail bank on the Czech market. Česká spořitelna has issued more than 2.8 million payment cards and operates some 650 branch offices.

Česká spořitelna ranks among the leading securities dealers on the Czech capital market. The Česká spořitelna Financial Group employs nearly 10,000 staff. Total assets of the group amount to CZK 580.4 billion.

www.csas.cz

Partner at a glance:

Based in Prague, AHASWARE® s.r.o. specializes in IT process management based on the ITSM methodology, network and systems management, IT security, and systems integration. AHASWARE runs an outsourcing center that leverages in-depth experience and professional skills for consistency and quality in IT Service Management.

The AHASWARE ATM Web Portal serves for policy and role based user authentication and authorization, ATM data presentation and queries, online diagnostics, remote control, administration of service protocols and logs (ATM installation, re-installation and maintenance) and online access to ATM documentation.

www.ahasware.cz

Challenge

- The bank needs to ensure that its ATM consistently deliver on the 24 x 7 availability expectations of users
- No reliable knowledge of the current status of around 1,100 ATMs distributed across the Czech Republic
- Software updates (including advertisements) on distributed ATM imply a considerable amount of travel time and effort
- Uploading event and application logs from ATMs in order to identify and resolve issues that require corrective action

Solution

- Centralized ATM management implemented through HP OpenView Change and Configuration Management
- Automated tracking of ATM hardware and software status, accessible through a customized ATM Web Portal from AHASWARE
- Automated distribution of the right software packages, updates and patches to the right ATM at the right time through OpenView Change and Configuration Policy Manager and an extension named RADIAPM developed by AHASWARE

Results

- Desired State Management of ATMs ensures a consistently positive ATM user experience
- The targeted display of advertisements maximizes impact and enables the bank to sell advertising time to third parties
- ATM administrative costs have been reduced by 6.5 million Czech crowns per year

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