

Otkritie Bank Centralizing IT management to support rapid business growth



Profile:

Otkritie Bank is one of Russia's largest full-service banks, ranking by assets among the TOP-15 financial lending institutions of the country. The Bank focuses on retail and small business clients. Otkritie Bank is part of Otkritie Financial Group, Russia's largest privately-owned banking group with assets approximating RUB 3,6 trillion.

Company:

Otkritie Bank

Location:

Russia

Website:

www.otkritie.com

Solutions:

- IVANTI Management Suite
- IVANTI Security Suite
- IVANTI Cloud Services Appliance

Benefits:

- Increased ability to remotely monitor the infrastructure beyond the corporate network perimeter enabled Otkritie Bank to reduce support investments for geographically distant sites by 75%.
- With the ability to perform hardware and software inventory remotely, Otkritie Bank cut inventory preparation time by 80% and increased accuracy to more than 99%.
- Accurate, real-time view of software and hardware efficiency enabled Otkritie Bank to identify over-investments, resulting in a 15% savings in licensing, maintenance and operational costs.
- Improved functionality shortened Otkritie Bank's time-to-resolution for IT support issues by a factor of four.

Overview

The bank was established in November 2014 through the reorganization of Otkritie Group's three banks, where Otkritie Bank and Novosibirsk Municipal Bank merged into the Bank of Khanty-Mansiysk. As a result Khanty-Mansiysk Otkritie Bank was created. It is now a part of Otkritie Financial Group, Russia's largest privately-owned banking group. Khanty-Mansiysk Otkritie Bank is double-branded: it continues as the Bank of Khanty-Mansiysk in the Khanty-Mansi Autonomous District where the brand awareness is high, and operates as Otkritie Bank across the rest of Russia.

Tackling the challenges of continuous growth

Business expansion offers fresh opportunities to boost revenues and customer numbers, but also introduces challenges, as David Martirosov, Technical Director at Otkritie Bank, explains, "We have been growing steadily year-on-year by about 10%, but it was after our recent merger with KHMB that we realized that our IT management solution was struggling to keep up with the pace of change."

"After the merger, we opened new branches across Russia – some in very remote locations. We had inherited a large number of different tools and systems for IT management, which was becoming a drain on resources."

Otkritie was finding it increasingly difficult to effectively monitor the 20,000 devices its business relies on, including desktops, laptops, mobile devices and ATMs, preventing it from responding promptly when system issues arose. Similarly, Otkritie Bank realized that it could not accurately verify whether employees across the country were using all installed software tools—which potentially meant that it was making unnecessary investments in software licences.

"We never want to compromise on security or customer service, and so we sought a way to improve our control over our distributed IT infrastructure. Sending staff to each location whenever IT support was needed would have been too costly and time-consuming. What we needed was a single platform that would give us real-time, accurate visibility of the performance and efficiency of our entire IT infrastructure, and help us to manage software deployments and patches."

Banking on IVANTI for smarter IT management

After carefully reviewing several IT management offerings, Otkritie selected IVANTI Management Suite.

"The ability to control the infrastructure that lies outside the corporate network perimeter was one of the key criteria for choosing the new

platform, and it was in this area that the IVANTI solution really stood out from the competition,” states David Martirosov.

By introducing IVANTI Management Suite with IVANTI Cloud Services Appliance, Otkritie can remotely monitor its entire distributed infrastructure across hundreds of offices from a single console, eliminating the need to send specialist staff onsite to perform support, deployment and inventory tasks.

“The IVANTI solution does not overload the communications channels and is able to work with any remote objects, including new offices connected to the bank via the Internet,” says David Martirosov. “Uniquely, it works for us even over unreliable or slow connections—as low as 9.6 kbit/s.”

The network discovery and inventory capabilities of IVANTI Management Suite have revolutionized the management of IT assets at Otkritie Bank, where IT managers and support staff can now instantly access accurate information on hardware and software.

“In the past, IT staff were spending a considerable amount of time just trying to understand what was happening in the underlying IT environment,” comments David Martirosov. “With IVANTI Management Suite, we have a clear picture of all hardware and software, which has helped us to shorten the time-to-resolution for support issues. The improved inventory also helps us to plan future hardware purchases and to identify over-investments in software licenses.”

The IVANTI solution is integrated with Otkritie’s open-source OTRS service desk software and automatically populates its configuration management database (CMDB) with the latest inventory data, so that support staff know exactly what they are dealing with when a support request comes in.

Reaping all-round benefits

By deploying IVANTI Management Suite as a single point of control for its whole IT environment—including both Windows and Linux systems—Otkritie Bank has a clear view of performance and the ability to support remote branches easily and effectively. Remote software distribution and patching enable the company to set up new applications and keep them running securely without the need to physically visit remote sites.

“The solution’s advanced remote management features enable us to provision applications to employees in all

locations 50 percent faster than before, and to keep them patched and updated,” says David Martirosov. “Support staff can view users’ screens and draw instructions on them without needing to take full control of the remote machine—so we’re able to offer very effective and user-friendly support without compromising security. On that point, all activities are monitored and recorded, so we have a full audit trail. The IVANTI solution is helping us to identify and resolve IT issues an estimated four times faster, enabling a 75% saving in support costs.”

Otkritie Bank uses IVANTI Management Suite with IVANTI Security Suite to handle software patching and vulnerability management, not only for global software but also for local and even inhouse packages. The solution highlights potential vulnerabilities across the entire estate, enabling the IT team to prioritize patching according to severity.

“IVANTI Management Suite has provided us with the ultimate platform to support our growth. We can now ensure tight control over our distributed operations, while at the same enhancing security and generating significant cost savings.”

Anton Vigovskiy,
Head of Customer Support
Otkritie Bank

“IVANTI Security Suite gives us easy and effective vulnerability management, including patches and updates, and we use it on all controlled devices on our network,” says Anton Vigovskiy, Head of Customer Support at Otkritie Bank. “We are now also starting a project to ensure security for all end-points using Device and Connection Control within IVANTI Security Suite. This supports us in implementing our corporate security policy across all end-user devices on a national scale.”

With a trusted, verifiable view of IT performance and efficiency across the company, the time taken to remotely perform inventory has been reduced by 80%, and inventory accuracy is now more than 99%. David Martirosov comments, “Our IT managers now have a much better understanding of the assets we own and the utilization of software licences. As a result, we estimate that the IVANTI solution will save us up to 15% in the ongoing acquisition of hardware and software.” Anton Vigovskiy explains, “For example, in the past we

were heavily investing in the purchase of custom software packages twice a year, but with IVANTI Management Suite we found out that those expensive products were not actually used by our employees, so we were able to cancel the licenses.”

With IVANTI Management Suite in place, IT has become a strategic enabler for Otkritie, clearing the path to future expansion.

Anton Vigovskiy concludes, “IVANTI Management Suite has provided us with the ultimate platform for growth. We can now ensure tight control over our distributed operations, while at the same time enhancing security and generating significant cost savings.”



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