


**Banca Popolare di Sondrio**
**CASE STUDY**

# Banca Popolare di Sondrio enhances application performance and management with Infovista Hybrid SD-WAN

500 sites benefit from tele|engine capability to gain enhanced application performance, visibility and control without having to install any additional hardware appliances at each branch site.

## Company

Founded in 1871, the Banca Popolare di Sondrio is one of the first popular Italian banks that was inspired by the popular cooperative banking movement.

The bank offers its customers including private individuals, public organisations and businesses a broad range of financial services including insurance. Headquartered in Sondrio, Lombardy, alongside its primary banking activity, the bank promotes initiatives to support heritage and culture. These include publishing the “Il Notiziario” magazine, and other works that deepen human, cultural and environmental aspects of the Provincia di Sondrio and other areas where the institute operates.

“Infovista has given us confidence that we are in control of our network performance,” says Mr. Libera, “As we evolve our digital services, it offers us a solid foundation to better plan our future network requirements and the flexibility to add capacity in a seamless way to meet our business goals.”

Claudio Libera  
Network Engineer  
Banca Popolare.

## BACKGROUND

The bank employs approximately 2,700 people around 500 branches across Italy and although one of the oldest financial institutions in the country, the bank has also embraced new technology. These initiatives include innovative on-line services for important public and private institutions including GesTes (Computer management of Treasury services), the integration of digital signature for authorisation purposes during the exchange of important information and the personalisation of payment systems via the Internet.

**CHALLENGE**

To ensure that its distributed network of bank branches, office sites and electronic systems can deliver reliable and high-performance services, the bank has invested in a MPLS network that connects around 500 sites across the country. In certain sites, the MPLS network is supported by additional connectivity to ensure high availability and protection against disruption.

However, as the bank has continued to enhance its digital capabilities, managing application and service performance that is reliant on its WAN was starting to become a challenge. The bank network operation team had to use multiple network flow, diagnostic and troubleshooting tools – alongside special tools used by development and help desk teams to remediate network related performance issues. Other tasks such as capacity planning were also made more difficult due to lack of organisation wide WAN visibility.

“The performance of the WAN is critical to our business activities and our goal was to address three key areas of concern,” says Claudio Libera, Network Engineer for Banca Popolare di Sondrio, “The first was to optimise our network traffic to ensure the most time sensitive data is always prioritised. Next, we wanted to gain more visibility across the entire network with the right tools to isolate and resolve issues quickly. And lastly, we needed a proven platform that could adapt with us into the future as we continue to bring new digital services to help our customers.”

The IT team at the bank created a detailed request for a proposal and contacted by four major vendors with WAN optimisation expertise. “One of our additional aims was to deliver these improvements with the least disruption to our sites and in the fastest possible time,” says Mr. Libera.

**EXECUTIVE SUMMARY**

- **Established bank with around 500 sites across Italy**
- **Growth of new electronic services placed additional strain on existing WAN infrastructure leading to application performance issues**
- **IT team burdened by multiple network inspection and analysis tools leading to low visibility and poor responsiveness**
- **Infovista Hybrid SD-WAN delivered WAN optimisation, control and visibility**
- **Major improvement in application performance and reliability**
- **Streamlined network management and troubleshooting processes**
- **Rapid time to value and simple upgrade path through device-less approach**
- **Success of project led to enhanced service delivery and foundation for next generation of innovative services.**

**SOLUTION**

Following a detailed evaluation and several Proof-of-Concept demonstrations, the bank selected a solution from Infovista. “After our evaluation process, it was clear that only Infovista allowed us to meet all of our requirements with the simplest implementation process,” says Mr. Libera.

This simplicity was delivered through Infovista’s unique Hybrid SD-WAN architecture that uses atelengine capability that allowed the bank to gain full application visibility and control without having to install any additional hardware appliances at each branch or office site. Telengines are software agents running on iplengines located at each of the 6 data centres maintained by the bank. The agents dynamically

manage the complex application traffic flows across the MPLS network based on the banks defined policies. This includes some-to-any situations when flows from and to a branch terminate and originate in multiple data centres, including the Internet.

The built-in WAN Optimisation accelerates application response time by optimising protocols and providing additional virtual bandwidth by substantially reducing the volume of data transmitted across the network.

The teleengine is an integrated element within the Infovista platform that also includes application visibility, providing a full understanding of application usage and performance over the entire network to streamline tasks including managing application Service Level Agreements (SLAs), capacity planning and detailed troubleshooting.

### BENEFITS

The Infovista solution is deployed across the majority of the bank's sites and has been running without interruption for over 2 years which has allowed Mr. Libera to evaluate the extensive benefits. "The improvements to our network visibility and control have been significant," he says, "We have implemented management policies that allow us to see instantly how applications and services are performing at every site connected to our WAN. If we see any issues developing, we are able to take proactive steps to dynamically manage our quality of service controls and improve application performance before it impacts our services."

Another major benefit is the flexibility of the solution that allows the Bank to configure network and application performance alarms in a granular and highly targeted way. "We are now alerted at any point in the day if there is a significant application or network event," he adds.

**“After our evaluation process, it was clear that only Infovista allowed us to meet all of our requirements with the simplest implementation process.”**

Claudio Libera  
Network Engineer  
Banca Popolare.

In several sites with additional network connectivity alongside the core MPLS network, Infovista allows all resources to be managed using Dynamic WAN Selection, choosing the best route for application data flows according to the real-time performance characteristics of each available path.

“Infovista has given us confidence that we are in control of our network performance,” says Mr. Libera, “As we evolve our digital services, it offers us a solid foundation to better plan our future network requirements and the flexibility to add capacity in a seamless way to meet our business goals.”

## About Infovista

Infovista, the leader in modern network performance, provides complete visibility and unprecedented control to deliver brilliant experiences and maximum value with your network and applications. At the core of our approach are data and analytics, to give you real-time insights and make critical business decisions. Infovista offers a comprehensive line of solutions from radio network to enterprise to device throughout the lifecycle of your network. No other provider has this completeness of vision. Network operators worldwide depend on Infovista to deliver on the potential of their networks and applications to exceed user expectations every day. Know your network with Infovista.