

S U C C E S S S T O R Y

Hitachi Storage Solutions at Work

Punjab National Bank

INDUSTRY Finance

SOLUTIONS Consolidation/Simplification

Hardware—Hitachi Lightning 9980V™ multicabinet enterprise storage system

Software—Hitachi Resource Manager™ utility package and Hitachi ShadowImage™ In-System Replication software



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R.K. Bansal
Operational Head, IT Division Punjab National Bank



Punjab National Bank Selects Scalable and Reliable Hitachi Storage Solution

To address competition from other banks while, at the same time, providing superior services to customers, India's second-largest public sector bank selected a Hitachi Data Systems solution for storage consolidation. This greatly improved efficiencies and lowered costs.

Punjab National Bank (PNB) is the second-largest public sector bank in India. Headquartered in New Delhi, the bank has 26 zonal offices, 45 regional offices, 4 foreign-exchange offices, 13 zonal audit offices, 37 regional collection offices, 17 MICR Centres and 58 lead bank/district coordination offices. With nearly 60,000 employees and over 4,500 branches including 417 extension counters, PNB epitomizes global banking on a massive scale.

PNB, under the leadership of its present Chairman and Managing Director Mr. S.C. Gupta, has not only maintained the lead position among Public Sector Banks, but it has also seen an increase in the overall efficiency and effectiveness of the bank in all business parameters. The growth that propelled PNB to this reach and span has demanded the best from its information architecture year after year. Prior to March 2004, already a very large bank, PNB was growing beyond its capacity to efficiently support services. At that time, the number of core banking branches surpassed 500. In the systems

area, this growth was causing increased I/O wait and decreased server performance.

Given the massive scale of operations and the growing size of infrastructure, updating systems capacity and performance became a business imperative for PNB. At the same time, reforms in the financial sector saw foreign banks and financial institutions making headway into the country, changing the complexion of banking in India. The combined forces of growing competition and a technology-driven paradigm shift in the Indian banking system led PNB to launch a full-fledged computerization update of its operations.

Needed: An Enterprise-class Storage System

The bank's drive for new technology began in the year 2000. At that time, changing regulatory guidelines drove the focus on computerization. The bank's branches were at various stages of modernization, with local area networks prevalent in a number of branches. In most cases, data storage and backup were handled with portable media.

Since the project began, PNB has been aggressively beefing up its IT infrastructure through IT initiatives across all major functions, departments, and branches. With Mr. RIS Sidhu taking charge as General Manager—IT, there has been an intense focus on new IT initiatives and a drive to leverage the existing IT infrastructure more efficiently. Part of this project has included the selection of an enterprise-class storage solution to support more than 2,000 branches of the bank in core banking.

The bank required a storage infrastructure that would be cost-effective, reliable, scalable, and able to manage replication requirements, while being relatively easy to administer. The new storage solution would also need to support the overall efforts of the bank's IT staff. "At PNB, IT is positioned to deliver value through improvement in the existing systems and procedures in order to maintain quality," says R.K. Bansal Operational Head, IT Division, PNB. "The bank constantly works for business process re-engineering and system re-engineering."

Sun Microsystems, the bank's technology partner for supply and installation of servers, had recommended Hitachi Data Systems. PNB opted for two Hitachi Lightning 9980V™ multicabinet enterprise storage systems. Software selected included Hitachi Resource Manager™ utility package and Hitachi ShadowImage™ In-System Replication software. Resource Manager utility package provides essential functions for management and enables the full feature set offered by Hitachi storage systems, as well as an advanced set of tools for third-party application integration and optimization. Hitachi ShadowImage software provides non-disruptive, host-independent data replication, providing copies for immediate access to and sharing of informa-

tion for decision support or to optimize tape backup operations. ShadowImage copies can provide near-instant recovery from data corruption. By enabling backups to run concurrently with production, ShadowImage software increases the availability of revenue-producing applications. Today, thanks to this solution, PNB has a robust and efficient

for customers, and a lower requirement for manpower. Business per bank employee has nearly doubled while the number of employees per branch has declined—a clear indicator that PNB's focus on IT improvements has helped to reduce manpower despite the huge growth in business volume. Return on assets has increased to 1.22 percent in fiscal year



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storage infrastructure that is delivering non-disruptive availability. Now the bank's data is reliably stored and enables high performance.

Impressive Benefits and Gains You Can Take to the Bank

The Hitachi Data Systems solution has contributed to taking PNB's overall performance improvements to new heights. Some of the key benefits of the Lightning 9980V system have included a high degree of reliability and scalability, reduction in per-transaction cost, increased business, greater convenience

2006-2007 from 0.77 percent in fiscal year 2001-2002.

The bank has seen reduced lead time in its ability to deliver various branch services and is benefiting from increased ease in handling voluminous business data. Day-to-day functioning is noticeably improved. “Technology provided by Hitachi Data Systems has played a significant role in PNB's overall efficiency, performance level, and quality of service,” adds Bansal.

About Sun Microsystems

Since 1982, Sun has brought together the world's brightest technical minds to solve the world's biggest technical problems. The company's vision of “everyone and everything participating on the network” means that when people are networked, they share, they interact, and they solve problems. Sun Microsystems has a vast portfolio of systems, storage, software, and services and operates in more than 100 countries. Sun Microsystems and Hitachi Data Systems have shared a history of partnering to solve critical customer problems, such as data consolidation and application availability, with strategic end-to-end IT pairings.

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