Praim

Case Study

How to migrate the whole IT infrastructure of a Bank in a weekend: the case of Servizi Bancari Associati

The headquarter of SBA - Servizi Bancari Associati

Goals

- Offer to the customer a completely virtualized infrastructure
- Offer secure, homogeneous and fully managed workstations
- Grant full operability and integration of peripherals connected to PCs

Challenges

- Migrate the customer's infrastructure in a weekend
- Migrate all PCs to a virtual infrastructure, ensuring uniformity and high level of management

Solutions

- Uniformed management of workstations using Praim ThinOX4PC
- Remote and centralized management through the Praim ThinMan console

Results

- Fast implementation times
- Reduction of workstation management costs
- Optimization of remote support service with consequent time saving

Servizi Bancari Associati (SBA) was founded in December 2000 to offer IT services in a global or vertical form to 34 Cooperative Credit Banks, 4 S.p.A. credit institutions and 1 Savings Bank located throughout Italy, with a number of bank counters which today stands at over 750 units.

In this context, SBA offer to the banks a fully virtualized infrastructure, based on Citrix technology and manages the migration from existing workstations using traditional PCs to certified and managed workstations which access the Citrix infrastructure.

The importance of migrating in a quick and secure way

SBA has started to collaborate with Praim providing its customers with thin client devices, with ThinOX operating system. This allows them to offer customers a homogeneous and secure infrastructure, entirely controlled by the Praim ThinMan management console.

The challenge that SBA has always faced is the migration of the infrastructure of new banks in a very short time, usually in a weekend, to avoid causing disruption for the customer.

A particular project which SBA had in the last months of 2017 was a bank whose infrastructure was completely formed of recently purchased PC devices. This did not justify their immediate replacement with thin clients.

In this case SBA had to find a solution that would allow it to maintain the fleet of PC devices and to migrate to the new virtual infrastructure, ensuring uniformity and high level of workstation management.

Therefore, replacing with thin clients was not possible in this instance. The customer also needed to migrate to the application system provided by SBA in the shortest possible time.

ThinOX4PC - PC to thin client conversion system

## A solution for the most critical implementations

SBA therefore had to change strategy and found in Praim's ThinOX4PC software solution the perfect ally.

ThinOX4PC allowed SBA to repurpose the bank's PCs as real thin client devices, avoiding the investment in new hardware.

ThinOX4PC installs the Linux-based operating system Praim ThinOX, which is extremely secure thanks to the total write disk security, making the devices immune to viruses and possible tampering. These benefits are really important for the banking environment, which requires a very high level of data protection and where security is a priority.

ThinOX4PC also allowed SBA to standardize the management of the technology used at the counter and back office environments, a series of peripherals connected to PCs whose management is particularly critical and requires maximum efficiency and reliability: printers (dot-matrix and USB), check scanners, biometric signature tablets and cash dispensers. A goal that has also been achieved thanks to the integration of ThinOX4PC with the ThinMan management console, which allows SBA to have all the customer's installation under control and to be able to manage it directly from the IT department.

An additional level of dynamism in the implementation phase was the option to pre-certify ThinOX4PC from a USB flash drive, to establish the compatibility of all customer's PC platforms, without deleting the existing data on the hard disk. This reduced the implementation time, prevented critical issues and avoided failures during the actual migration phase.
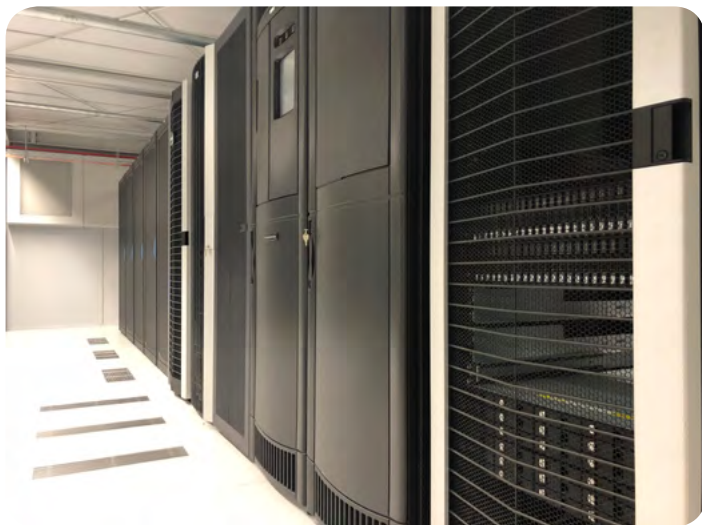
The datacenter of Servizi Bancari Associati

Tangible results for an optimized service

The choice of SBA to collaborate with Praim using ThinOX technology comes from the ability to support the critical peripherals both at the counter and in the client's offices, with a product that could guarantee their reliability and cost reduction in workstation management. Moreover, with Praim, SBA can perform remote assistance to users on applications, saving time and optimizing the service.

The results of the collaboration with Praim are appreciated through rapid implementation times and the uniformity of the technology. SBA has managed to migrate the technology already in use with the customer keeping the same workplaces, in a very short time and offering a 360-degree service.

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