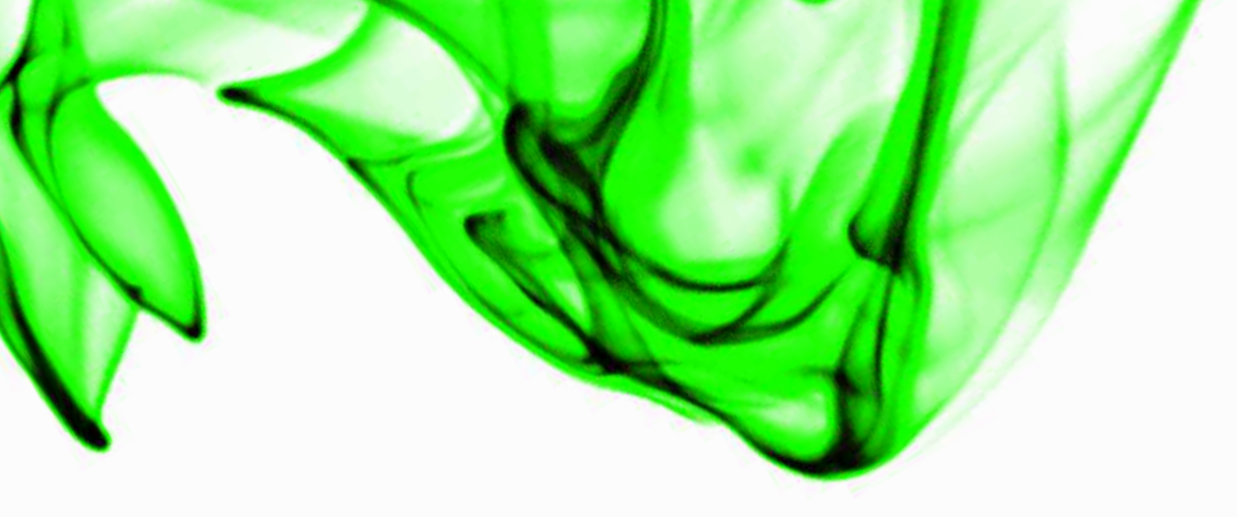

Customer Case Study

# Disbank

## Provides 24/7 Service Continuity with BEA

**Solution:**
Customer Experience Management

**Product:**
BEA WebLogic Platform™

**Industry:**
Financial Services

**Country:**
Turkey

### Business challenge

Migrate Disbank from its previous infrastructure based on client/server architecture, to a Web-based computing platform.

### Solution

Disbank's 24/7, high volume core banking services; ATM services and automation; and e-services were migrated to the Java based BEA WebLogic Platform.

### Results

Disbank's IT staff makes use of technology with maximum efficiency on the new platform. There is almost nothing that the staff cannot do in terms of computing. They develop each new application on the new BEA WebLogic Platform.

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Disbank was founded in 1964 as a joint enterprise by Turkiye Is Bankasi, the largest private commercial bank of Turkey, and Bank of America. In 1994, the Dogan Group, the leading media conglomerate in Turkey, became the main stockholder and the owner of the bank. In 2003, Disbank attained a net profit of $130 million. Shareholders' equity also increased by 35 percent and rose to $636 million. The bank's total assets reached $380 million, marking an increase of 18 percent. Disbank pursues a stable banking policy based on international standards.

Core banking applications, ATM applications, data warehouse, workflow and virtual POS applications, that were previously run on the client/server architecture, now run on BEA WebLogic Platform. Disbank IT team started working with a pilot project which was a virtual POS application. Corporate customers used it as a tool to get provision for their own customers over the Internet. The whole development process took only three weeks. At the end of this period, both the system environment and the application environment were ready, tested, and went live.

The very first banking application developed was the EFT application. EFT, a very high volume application, is often used by Internet banking users and by clients who come to the branches or do the transactions by authorization.

Upon completion of the EFT application, credit card transactions, depositing or drawing money, and other deposit transactions were migrated to the Java platform. All those applications are now browser-accessible for all the branches of the bank.

Disbank System and Network Managing Director Okan Bekatli says, “These are classical applications in the frame of Java or banking. ATM and POS applications are customized applications and packages. It is true for us as well; we are using a customized management package. Software for ATM and POS devices come in those packages, or we use some other specifically developed applications. We needed a new structure to meet the increasing requirements and we decided to develop an application on Java. Now, all outside connections were met by applications developed on Java. Requests are sent to the back-end systems by those applications and answers are transferred through the same system. This is an important example, because in all of the classical banking applications there is a visual aspect. But here, it is not like that. On the other side, sometimes there is an ATM screen, sometimes the Bank Cards Center, or some other device.”

*“The benefits of working on the BEA WebLogic Platform, the training and technical support provided by BEA, the effectiveness of the system and the decrease in application development time, opened new horizons before us. Now we can easily and efficiently complete projects that we once could not even start or took a long time to complete. Troublefree products, and promises that are kept are very important for the IT staff. WebLogic Platform enabled us to work rapidly and effectively as promised. WebLogic Platform has provided us with great possibilities that the competitors did not offer at all.”*

*Okan Bekatli, Disbank System and Network Managing Director*

Disbank IT staff can now undertake projects which were once impossible or highly time-consuming, and complete them quickly and effectively. The team can work independently in terms of hardware. They can operate all devices from any brand or model in their system rooms. Transition from current hardware to new hardware now takes only five minutes.

With BEA WebLogic Platform, migrating applications from one location to another requires only a few keystrokes. For Disbank IT staff, there is nothing impossible anymore and they are open to everything that technology brings.

BEA WebLogic Platform enables Disbank to fully utilize every available resource. Before investing in new hardware, they first check if they have any resource that they can use and when there are no longer any available resources, they are free to choose hardware from any vendor.

J2EE is the most important standard for Disbank. The user interface is the point of exchange for demands and services. The web application server, on the other hand, handles the general coordination of the business. Session management and coordination are undertaken by the application server which incorporates the application logic as well. The database system is behind all of this.

*"After the deployment of the WebLogic Platform, we are able to fully keep up with technological developments. We can now open the book and write a Web-based application in minutes. Our team has adopted this approach and it is our best gain."*

*Okan Bekatli, Disbank System and Network Managing Director*

The biggest gains and positive differences are observed at this point. Since the database works merely as a database, the benefits that the J2EE standard has brought, specifically the use of EJB, are vital points for the bank.

In previous client/server applications, there was intense data traffic on the lines. The traffic was seriously decreased and differentiated with the transition to the browser environment. Programming techniques that run on both Java and the client reduced the volume of data transferred to a very low level. Now, only the transaction data is transferred and this is an important benefit for Disbank. Management and flexibility issues, and especially software distribution problems were common, but after the deployment of BEA WebLogic Platform, these problems were solved.

Disbank's first priority is to serve its customers 24/7. Service failures are regarded not only as financial losses, but also as a loss of customer trust. To eliminate such failures, it is necessary to set up high-quality environments that are supported with backups. Through BEA WebLogic Platform, very important steps were taken for utilizing hardware at different locations to provide identical services to customers. Disbank is now able to provide 24/7 service continuity with almost imperceptible transitions whenever there is a problem.

BEA provided Disbank with the required know-how that lit the spark for the transition to BEA WebLogic Platform. Instead of providing classroom training, effective learning was based on directly using BEA WebLogic Platform. The acquired programming experience can now be put to work in lengthy development processes.

## About BEA

BEA Systems, Inc. (NASDAQ: BEAS) is a world leader in enterprise infrastructure software, providing standards-based platforms to accelerate the secure flow of information and services. BEA product lines—WebLogic®, Tuxedo®, JRockit®, and the new AquaLogic™ family of Service Infrastructure—help customers reduce IT complexity and successfully deploy Service-Oriented Architectures to improve business agility and efficiency. For more information please visit *bea.com*.

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