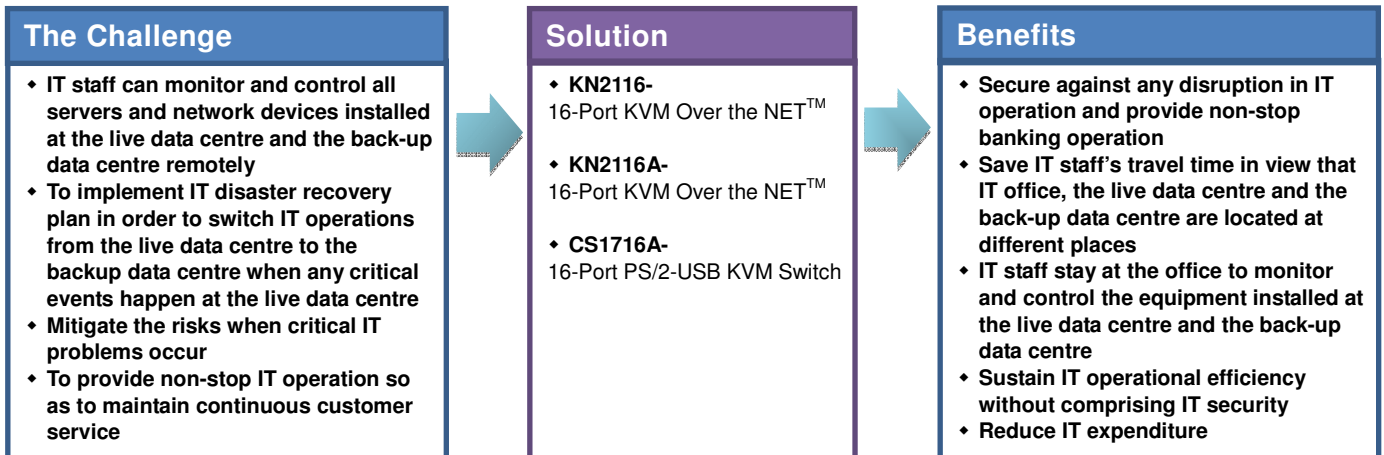


Wing Hang Bank Provides Non-Stop IT Operation and Continuous Customer Service with ATEN's IP-Based KVM Solution

Client: Wing Hang Bank (www.whbhk.com)



As a publicly listed bank on The Stock Exchange of Hong Kong Limited, Wing Hang Bank is one of the leading local banks in Hong Kong. The bank has over 70 years' history. Besides Hong Kong, the bank has banking businesses in Macau and Mainland China. The bank's main banking activities are: retail banking; corporate banking; foreign exchange; treasury services; off-shore banking; share brokerage services; and insurance.



The Challenge



In Hong Kong, the competition among banks is very fierce. To provide quality, responsive and prompt service to customers is extremely essential. In line with ever-innovated IT technology, reliable and stable application systems and hardware equipment play an important role in customer service as well as banking operation.

The IT office, the live data centre and the back-up data centre are located at different places. As IT staff normally work at the IT office and do not work at the live data centre and the back-up data centre, all the application systems and hardware equipment at the live data centre and the back-up data centre are monitored and maintained by IT staff remotely.

On the other hand, the bank has set up a new back-up data centre. The aim of setting up a back-up data centre is to allow the bank to continue the banking operation without any disruption in case any critical issue happens at the live data centre. In other words, if there is any critical problem in the live data centre, the back-up data centre will become operational immediately like the live data centre. As a result, the customer service and banking operations will not be adversely affected at all.

To address the above mentioned scenarios, the deployment of ATEN IP-based KVM equipment was decided after taking 3 reasons into consideration: the ATEN IP-based KVM equipment is very reliable and stable; the technical support from the supplier is responsive and sufficient; and the prices of the equipment are reasonable.

Solution

Since year 2006, the bank has purchased a number of ATEN IP-based equipment including 45 sets of KN2116 and 23 sets of CN6000 for the live data centre. It has been proved that ATEN products are reliable and stable and equally important are able to seamlessly integrate with the servers.

In this connection, for the new back-up data centre, the deployment of the latest models of similar ATEN equipment was decided. 17 sets of KN2116A and 27 sets of CS1716A have been purchased for the back-up data centre.



KN2116A



CS1716A

Benefits

The following significant benefits from the installation of ATEN IP-based KVM equipment have been achieved:

- IT staff do not need to go to the live data centre and the back-up data center for maintenance and trouble-shooting. Instead, they can stay at the office to perform all these jobs.
- Apart from IT expenditure, travel time of IT staff is saved.
- If any critical technical issues occur at the live data centre, IT staff can promptly take the appropriate action to switch the IT operation from the live data centre to the back-up data centre.

Future

The outlook of business in Hong Kong, Macau and Mainland China is very positive especially the booming business activities between Hong Kong and Mainland China. To cope with the expanding business, the bank will continue to upgrade the IT equipment including network devices and servers. As a consequence, to deploy additional IP-based KVM and non-IP-based KVM is anticipated in coming future.

