

Bank of Cyprus reduce Opex with Unified Communications

Exponential-e & Scalable Communications partner to deliver converged networking

10th March 2009 - Exponential-e and Scalable Communications have won the contract to deploy a Unified Communications solution for the Bank of Cyprus. The solution includes any-to-any connectivity between five customer sites and true voice and data convergence in a highly-secure, high-speed environment. Sophisticated IP telephony functionality and ease of management are central to the solution. As a result the Bank will be able to continue to offer an improved customer experience and be able to support flexible working and employee mobility whilst at the same time deliver operational cost savings.

The Bank of Cyprus specialises in corporate and business banking services and has offered services from the UK for over 50 years. In the UK, the organisation operates from locations in London and the Midlands. The Bank felt its current infrastructure and voice systems were offering limited functionality. They were keen to upgrade so as to support improvements in customer service and employee working practices as well as meet Financial Services Authority regulations. The Bank also wanted to consolidate their communications platforms in order to reduce costs associated with office moves, service add-ons and network changes.

The solution is to include a new multi-service platform. Five customer sites are to be connected into a single LAN-like WAN using a VPLS interface. Virtual Private LAN service (VPLS) is a standards based technology which effectively creates a layer 2 Ethernet VPN capable of supporting multiple sites across a single, bridged domain.

The Bank of Cyprus will benefit from a service-oriented WAN infrastructure into which new services and sites can be introduced simply and easily. The solution is service-aware and is therefore able to support a range of quality of service parameters on a per service end-to-end basis backed up by strict SLAs. As the WAN is switched in the core it offers incredibly fast round trip speeds as a result



of the single-hop non-routed environment created. Resiliency and network redundancy are also built in.

Denny Meijer, Technical Director, Scalable Communications said "We have worked with The Bank of Cyprus since 2000 on a number of projects to improve the efficiency and performance of their Network, providing flexibility for their employees, and above all improving customer service. The latest implementation of a next generation Exponential-e solution will secure and converge these applications running throughout the five sites; providing greater ease of management, better use of bandwidth and considerable cost savings to the bank."

Simon Durrant, Business Development, Exponential-e said "All services connected via VPLS appear to be on the same LAN regardless of location. This is an important consideration for the Bank given that their disaster recovery site is now connected on an any-to-any meshed basis to the other 4 sites. This is powerful support for the Bank's business continuity policies and ensures that the WAN has no single point of failure."

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About Exponential-e

Exponential-e designs and deploys bespoke network solutions, connecting company LANs regionally, nationally and internationally to create global office networks. Customer networks are created within Exponential-e's VPLS-enabled NGN (known as the Service Creation Platform or SCP) and do not touch the Internet, ensuring they are totally private.

In addition to fast, high capacity, flexible connectivity solutions, companies also access a range of enterprise services and applications which are hosted on the network. Managed and unmanaged storage, voice services, video conferencing, surveillance and colocation,

plus some sector specific services are all available through a single access circuit onto the SCP.

As well as its national UK network, Exponential-e has a direct connection into New York, offering desktop-to-desktop transatlantic services. The company also has a number of strategic alliances in place, with like-minded Ethernet carriers, enabling the company to offer end-to-end Ethernet across most of the world.

Exponential-e's network solutions are fast, flexible and secure – giving customers responsive, scalable networks which reduce risks and costs while enhancing their business performance.

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About Scalable Communications Plc

Scalable Communications is the leading independent provider of secure, best-of-breed converged solutions, enabling customers to increase productivity and reduce operational costs, by exploiting latest communications technologies and consolidating suppliers and bills.

Started in 1997, Scalable Communications has over ten years of strong performance and consistent organic growth from medium and large sized customers from both the private and public sector, including names such as B&Q, Royal Society of Medicine and Cambridgeshire County Council. With a customer retention rate of over 96%, Scalable Communications can be relied upon to transform an organisations' business communications.

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