

Halkbank



Turkish bank delivers exponential digital banking growth and improves digital experience for users with Riverbed Network Observability.

Founded in 1933, Halkbank is one of the largest banks in Türkiye, with 20 million customers, including nearly 7.6 million digital customers, 27,000 employees, and over 1,000 branches.



Namık Kemal Uçkan,
Head of IT Operations at Halkbank

The bank offers a variety of services, including corporate and retail banking, investor, SME and commercial services.

Technology plays a significant role in providing a seamless customer experience and maintaining a competitive edge. Their IT environment is maintained by a team of 1,000 highly skilled staff.

Halkbank has been using Riverbed's Network Observability solutions for network and application performance management. Riverbed has helped to ensure Halkbank's business critical applications are always available for its customers.

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Oversee 40+ critical applications

In Brief

Challenges

- Ensure highly available banking services during peaks in demand
- Speed up identification of network issues
- Increase capacity of network monitoring solution
- Faster incident resolution and troubleshooting

Solution

- Observability and AIOps:
- Riverbed® AppResponse
 - Riverbed® Portal
 - Riverbed® APM

Benefits

- Safeguards access to banking services for customers
- Increases network availability despite 1.5x more traffic
- Faster, more efficient problem diagnosis and issue resolution
- Extensive monitoring dashboards to oversee 40+ critical applications
- Actionable insight to ensure optimum performance and a superior customer experience

Challenge: Safeguarding network availability as traffic volumes surge

Halkbank offers quality products and services to all its customers and increases customer satisfaction with customer-oriented digital solutions, positioning themselves at the forefront of the digital revolution. They need to be able to innovate at speed and release new products to market quickly, all while providing highly available, seamless, digital banking services to customers.

Due to the fast-growing base of digital customers, the bank needed to find an integrated solution that would ensure sufficient network performance.

“We needed to increase the capacity of our network observability tools so we could identify issues before they risked disrupting services for customers and impacting our reputation,” says Namık Kemal Uçkan, Head of IT Operations at Halkbank.

The bank needed to provide 100% availability for all their services, and they needed a solution to help them to be proactive rather than reactive when it came to network management.

“Before Riverbed, our network was like spaghetti with no visibility, which meant IT was often blamed when there was a service issue. We struggled to find the root of the problem which wasted valuable time. Now that we have improved network visibility, we can easily understand where issues are and notify the right team to fix them before they cause an outage,” states Uçkan.

Across Halkbank’s customers, mobile is the most used channel, followed by Internet banking and physical branches. “If mobile banking went down for even a few minutes, customers would not be able to access their account or process transactions,” adds Uçkan.

Solution

Halkbank rolled out Riverbed AppResponse, which monitors the applications underpinning financial and online banking services. AppResponse helps Halkbank to track trends in application performance and application traffic. It can predict issues, allowing Halkbank to take proactive, informed decisions based on clear data.

It has also helped the bank identify and fix issues using automated baselines, which was particularly helpful to safeguard the availability of mobile banking services during peaks in demand.

Riverbed monitors critical services across the network and data center using Riverbed Portal, which consolidates and displays data in user-friendly dashboards that monitor more than 40 business critical applications and proactively identifies any performance issues before it impacts end-users.

When the COVID-19 pandemic hit and customers overnight began using more digital channels, the bank’s mobile banking platform needed to scale to handle more than double the volume of traffic.

The bank also needs to scale its operations on a regular basis due to various demands. “On salary day, we handle up to seven times more traffic at peak times than usual because it’s the day Government workers in Türkiye are paid,” says Uçkan, “Riverbed helps us make sure this process runs smoothly.”

“Riverbed’s Network Observability solution really helps us to find the root cause of our IT issues.”

Namık Kemal Uçkan,
Head of IT Operations at Halkbank



Benefits: Providing seamless services to customers

Riverbed's solutions have significantly increased network and application visibility, enabling the IT team to proactively monitor their IT environment. In one case, the Riverbed Portal dashboards helped the networking team identify that the issues plaguing the banking platform were code related, which enabled them to route it to the software development team.

Riverbed's SLA dashboards for critical applications are an essential tool for Halkbank's executives. Red alerts mean an issue is server related, yellow alerts relate to transmission, green indicates a payload issue, and blue is for connection and firewall faults.

"It is critical for our network and applications to perform as necessary. If something does go wrong, then with automated alerts, mean-time-to-resolution is almost at zero. We can see an issue as it happens and resolve before it impacts service," states Uçkan.

"This actionable insight ensures best performance and a great customer experience. Thanks to Riverbed, we have increased our availability on our mobile platform dramatically over the past two years, despite more than double the volume of traffic."

Namık Kemal Uçkan,
Head of IT Operations at Halkbank

Riverbed AppResponse is also helping the team to proactively identify and fix issues using automated base lines, which was particularly helpful to safeguard the availability of mobile banking services during peaks in demand due to COVID-19. "Riverbed's Network Observability solution really helps to find the root cause of our IT issues," adds Uçkan.

Sustainability and cost savings

The topic of sustainability is also very important to Halkbank. They have goals and performance metrics around emissions and energy consumption. The dashboards from Riverbed Portal shows they can operate less servers which results in less electricity being used.

The bank has also realized other cost savings. "Riverbed alerts us when there is an issue, so our IT teams can resolve it even before our customers contact our call centre with a complaint. This has significantly decreased the number of incoming calls we receive. This is a great result for us in terms of time and productivity savings and it also means we can provide our customers with superior levels of customer service, a key priority for Halkbank," explains Akin.

He adds, "Running unnecessary amounts of memory in a machine is a waste of money, so alongside other improvements we have made within the bank, Riverbed has contributed towards helping us reduce the amount of RAM (Random Access Memory) we require, further reducing our costs."

Next, the team is planning to roll out more automation and explore AIOps as its volume of data grows, and Riverbed's AI Observability capabilities will help the team to better manage networking data and events correlation, as well as continuing to gain deeper visibility of the network and critical applications.

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Mehmet Akin, Observability Team Leader at Halkbank



About Riverbed

Riverbed, the leader in AI observability, helps organizations optimize their users' experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed's open and AI-powered observability platform and solutions optimize digital experiences and greatly improve IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the *FORTUNE* 100 – we are empowering next-generation digital experiences. Learn more at riverbed.com.