

IT SECURITY ENABLES BANK TO FOCUS ON CUSTOMERS





THE AL-ARAFAH ISLAMI BANK WAS LAUNCHED IN 1995 AND IS HEADQUARTERD IN DHAKA IN BANGLADESH.



Finance & insurance

- Launched in 1995
- Headquartered in Dhaka, Bangladesh
- Using Kaspersky Endpoint Security for Business

The bank operates on traditional Islamic banking principles and is committed to establishing a welfare-oriented banking system that meets the needs of low income and underprivileged citizens.

It supports the establishment of an economic system based on social emancipation and equitable distribution of wealth, encouraging the economic progress of socially deprived people. It also works to create employment opportunities and the development of agriculture and rural communities.

Challenge

IT security and confidentiality is absolutely vital for the successful operation of all banks. The Al-Arafah Islami Bank Limited serves its customers from a network of 119 branches throughout Bangladesh, from busy city environments to remote rural communities.

In common with many other businesses, the Al-Arafah Islami Bank Limited was struggling to overcome a range of challenges, some resulting from weak national infrastructure, and others caused by a lack of central control of its day-to-day activities and an absence of robust protection for its ICT networks and systems.

The bank did not have central management or policies governing the individual use of PCs and other devices, resulting in many virus, worm and Trojan attacks on both the local head office network and across the branch network. Often PCs had to be transported from remote rural branches back to Dhaka to be cleaned and repaired, a time-consuming and expensive process.

In particular, uncontrolled access to virus-laden web pages and widespread use of unauthorised USB devices resulted in numerous large scale and damaging infections.

At their most severe, these problems could result in the complete shutdown of branches, with core banking software ceasing to operate, affecting customers' transactions and other services. The difficulties were also hindering the bank's efforts to establish online banking services.

Mr. D. M. Jahangir Rabbani, Senior Principal Officer, ICT Division, said:

"Unfortunately these events had become routine and were very tedious for all of our staff trying to deal with them. But most importantly it was vital that we found a solution to these problems because it was severely disrupting for our customers and damaging for our reputation."

Kaspersky Lab Solution

To identify a preferred ICT security partner the Al-Arafah Islami Bank Limited ran a comprehensive series of tests of Kaspersky Lab's solutions and those of competitors.

The bank selected Kaspersky Lab and its award-winning Dhaka-based partner, Officextracts, for the performance of its software, especially in relation to virus detection and management, its commitment to resolving onsite issues and the quality of its ongoing, locally-based technical support.

Bank executives also referenced Kaspersky Lab's extensive experience in the banking sector as a significant factor in their decision.

Kaspersky Lab's world class, multi-layered anti-malware protection for Al-Arafah Islami Bank's systems, servers and more than 1,000 individual users was combined with firewall, application, device and web control, mobile security, device and systems management capabilities.

Great performance, great support and value for money

The Kaspersky Lab solution has provided a comprehensive remedy for the bank's longstanding and damaging virus problems. Network traffic is now running smoothly and centralised controls on the use of devices such as USBs, CDs and DVDs is preventing local infections out in the branch network.

"The impact of using Kaspersky Lab for our business has come in a perfect package – great performance, great support, value for money."

Mr. D. M. Jahangir Rabbani,
Senior Principal Officer,
ICT Division, Data Center,
Al-Arafah Islami Bank Limited



SECURE

Systems are now running smoothly and securely



CONTROL

Use of infected removable devices prevented and access to malicious websites restricted



FASTER

A highly responsive local partner ensures that technical support is always available

119

Branches

1,000+

Individual IT users

2,600

Employees

Websites and applications presenting dangers to the bank are being clearly identified and blocked centrally by the IT team from head office, managing threat and risk levels and significantly reducing bandwidth consumption. It can manage the system, monitor endpoint security, review threat and risk levels and generate reports for executives, all from the Kaspersky Lab central console.

The results are significant for the bank and its customers alike. Core banking services are streamlined and operating smoothly for customers, significant wastage of time and resource have been eliminated and staff can now concentrate on activities that improve customer satisfaction.

The IT team can now focus on enhancements and innovations for colleagues and customers. And the programme of conversion to online banking can progress with confidence.

Said Mr. Rabbani: "As a bank our operations must be secure and confidential at all times. We have resolved our security issues at endpoint level thanks to Kaspersky Lab. It is absolutely vital that we control centrally access to web pages, applications and devices. We have been able to easily deploy policies to make our system function better and we have saved time and expenses.

"Kaspersky Lab has made a great contribution and is keeping us ahead of our needs. The impact of using Kaspersky Lab for our business has come in a perfect package – great performance, great support, value for money.

"And Officextracts have provided very professional technical support too. They worked very closely with our ICT team to ensure the installation was successful and have supported us with major upgrades and during mobile device deployment.

"They are highly responsive and we are dealing with the same people every time, which is great for continuity, relationship development and reliability. They provide free training and demonstrations for us and they are constantly updating their technical knowledge and skills, not just on the software but on network operations and platforms too."



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