

# KBL European Private Bankers, attuned to performance



By building their reputation on a network of private banks operating in nine countries all across Europe, KBL European Private Bankers offer solutions tailored to the needs of a highly demanding client base. The financial body acts as a kind of European hub and offers a whole range of ICT services out of Luxembourg, allowing its international subsidiaries and branches to focus exclusively on creating value for the end client. Opting for this unique, innovative model meant that the KBL IT department had to take up the enormous challenge of improving the performance of its bandwidth whilst meeting strict demands. The solution they found was to let Telindus meet the challenge, based upon responsiveness, dialog and expertise.

**The challenge:** to increase efficiency without impacting on users' business activities

Over the last ten years KBL European Private Bankers have been developing by gradually incorporating their subsidiaries into a hub model. The strategy aims to centralize back office services in Luxembourg and thus host a growing number of business applications and ICT services including collaborative and mobility-based tools (electronic messaging, telephony over IP, thin clients, etc.). In addition to this ever-growing flow of data, a solution also had to be found to deal with the latency of the time taken to respond to users, at the same time maintaining the obvious output, quality and security standards.

Even though the KBL IT department was already up to speed with the many network acceleration and optimization solutions available on the market, it was still a matter of making the right choice, and it had to be tailored to the specific needs of the financial sector, by finding not only the most appropriate solution but the one which would also allow the best return on investment, at the same time improving interactions.

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## Telindus solution:

tried and tested high-performance equipment installed all over Europe

Telindus's answer to this request to optimize bandwidth was to recommend a Riverbed system which perfectly matched KBL European Private Bankers' needs and could meet all of the company's demands in terms not just of security, reporting, the applications' volume and speed performances, but also of cost. The Telindus experts were able to adapt to the situation and provide genuine added value through a full understanding of KBL's needs and by supporting the IT team throughout the value chain. An intensive testing phase, during which the Riverbed system was installed in a virtual environment, confirmed the durability of this choice, allowing it to be rolled out full-scale at all of the group's subsidiaries.

## The result: a tried and tested solution allowing greater business agility

As far as actual performance goes, it should be noted that there used to be no less than 5TB of information travelling around on the KBL network every month. With the installation of the Riverbed system, selected, tested and installed by Telindus, the flow has been cut back to 1.8TB, in other words a 65% drop in traffic without any lowering of quality standards, which was well beyond the initial expectations. From a business point of view, there can be no doubt about the solution's contribution to the power of the KBL IT platform and it also allows a very short time to market. For instance, KBL was able to open a branch in Poland and in Spain in Greenfield mode, which simply would not have been possible without this innovative, high-performance solution.



To date there are more than 20 boxes installed across the whole of the network for subsidiaries and branches abroad, and the solution has proved its worth, with users also finding it far easier to use. "Because of our strategic position within the Group, our support and our services have to be absolutely unimpeachable. Telindus understood our demands and their services were everything we'd hoped they'd be". Jean-Louis Wenkin, Head of ICT Networks. The nightly backups ensure that the group's data is redundant and guarantee continuity of service. Another thing Telindus does to offer its customer peace of mind and supporting its strategic vision, Telindus has a service level contract offering maintenance operations across all nine countries (replacing any faulty equipment). "The simplicity of the deployment process, intuitive configuration and the ability to manage the Riverbed appliances were all key factors in the final choice of solution. The findings we made during our testing phase were confirmed once the system went live". Eric Dognon, Senior ICT Network Engineer.

*"The great thing about Telindus was that they were always ready to listen to us. The consultants who worked on this project supported us in terms of the technical aspects, during the financial negotiation phase, the test period and the roll-out, right through to installation at all of our business units. We were also looking for a partner with an excellent knowledge of telecommunications, who'd be capable of reacting quickly and locally if there were a breakdown or failure"*

**Jean-Marie Leroy**  
Head of ICT Infrastructure  
at KBL European Private Bankers

## KBL European Private Bankers in a Nutshell

KBL epb is the only European network of local, pure-play private banks. With private banking as a core business, KBL epb focus is very much client-centered with a strong accent on specific local needs, cultural awareness and investor preferences.

Initially targeted at the countries of Western Europe, its network of private banks is now extending its reach into Central and Eastern Europe in a bid to increase its reputation as European private bankers. The first new country is Poland, where services are operational from April 2009.

This vision of a network of private banks sees the autonomy of each member as a key factor for success. Each member of the KBL epb network enjoys a large measure of independence in defining its particular commercial strategy.

As at 31 December 2009, KBL epb employed a total of 2.661 staff of which 57% work in subsidiaries outside Luxembourg.

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