Cendio® ThinLinc®

TECHNICAL USE CASE
Creating solutions with ThinLinc!

BankIslami employs ThinLinc to connect more than 300 bank branches in Pakistan

Bank - Finance Sector

SUSE Linux Enterprise Server, HP Thin client,
Firefox, Core Banking,
Libre Office, SUSE Desktop

PURPOSE

To provide access to Core Banking and
other applications from any device
within the bank branches around the
country.

PRE-CONDITIONS

Users had access to applications
through the SunRay technology.

RESULTS

ThinLinc was implemented to provide the
server-based SUSE Linux Desktop to the
users. Within the SUSE Desktop the users
access their bank applications and deliver
the bank services to the customers.

CLIENT

LAN

ThinLinc®

SUSE Enterprise Server

1 Master
12 Agents

Core Banking

Web Applications

SUSE Desktop
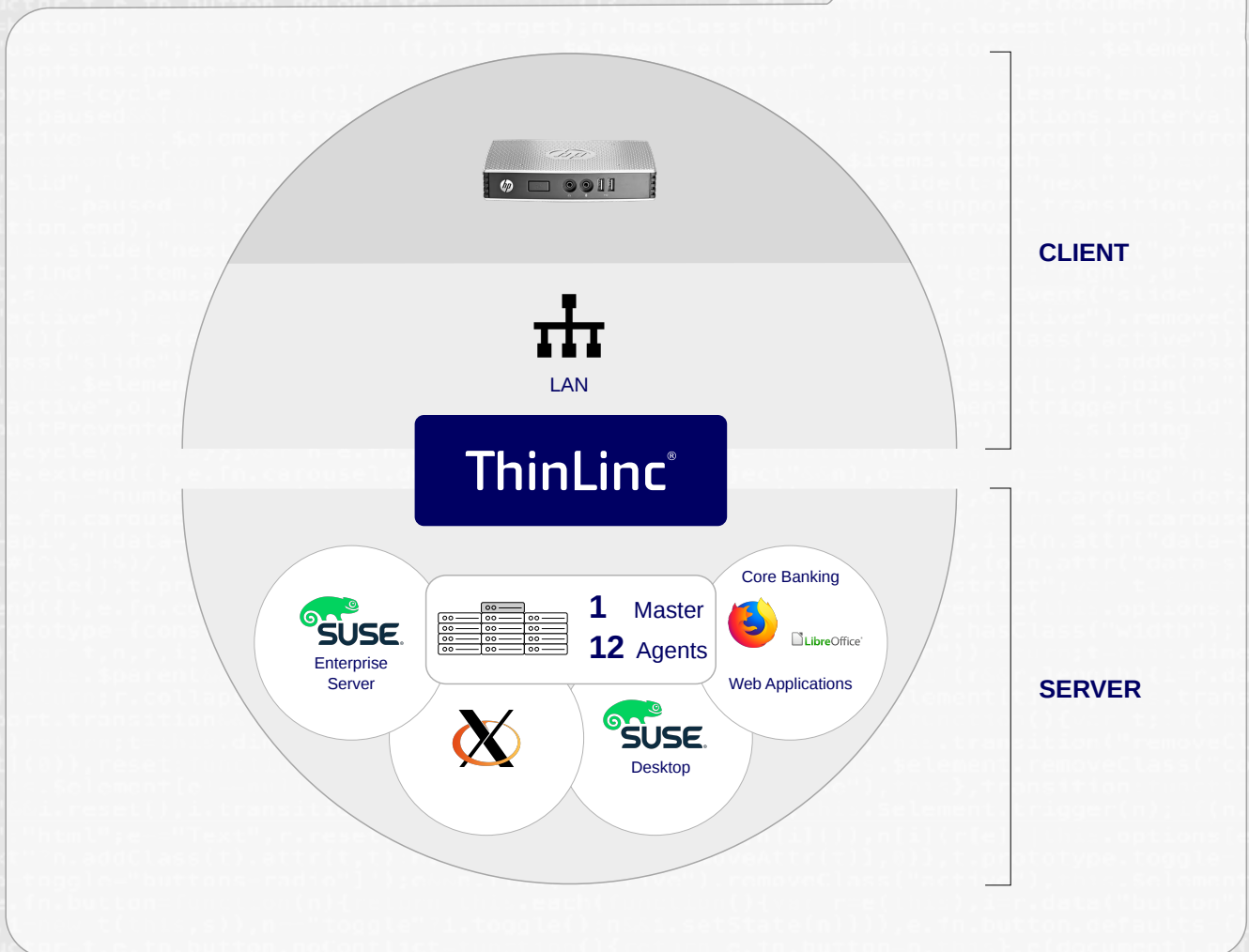
SERVER

ADDITIONAL INFORMATION & OTHER POTENTIAL USES:

Other banks or financial organizations may use ThinLinc to provide access to secure and server-based
Linux Desktop applications running on Linux servers.

CASE DESCRIPTION / STORY

BankIslami employs ThinLinc to connect more than 300 bank branches in Pakistan

IT systems are essential in our daily life since diversified services rely on it. However, in the banking sector, IT systems are even more critical for 2 reasons. First, the banks can't operate without access to the systems, and second, the customers and operations data are highly sensitive and subject to refined standards of privacy protection. In such an environment, highly reliable IT solutions are required. ThinLinc, the Linux Remote Desktop Server developed by Cendio, was selected to securely provide server-based Linux desktops to more than 4000 employees of Bankislami, distributed among more than 300 branches across Pakistan. The company "NDS Technologies" was the local partner responsible for the project implementation.

The arrangement includes a number of Hewlett Packard T410 thin-clients distributed geographically around Pakistan, connected to the server cluster, composed of 1 master and 12 agents. The server is running SUSE Linux Enterprise Server 11/12 and offers SUSE Desktops to the users. Through the Linux desktop provided, users access the applications required for their daily use, such as Core Banking, Firefox, LibreOffice, and other web applications. Access to the Core Banking solution is a requirement for customer service delivery in the bank; an inefficient terminal service solution would result in serious operational problems.

According to the head of infrastructure, operations, and support at BankIslami, efficient IT operations require an IT system that provides "Access to systems from anywhere at any time" as well as a "Single point of maintenance and administration." Aiming to achieve the expected requirements, BankIslami's choice was to implement an enterprise-class Terminal Service solution for Linux. "We tested most of the popular solutions available... but only ThinLinc meets and understands the enterprise requirement for thin-client terminal server computing".

Concerning the key reasons for choosing ThinLinc, the decision was based on the high availability, load balancing, remote printing, support for multiple authentication methods, security (traffic encryption), and an excellent (feature-rich and easy) web-based administration console. Other aspects such as stability, robustness, simplicity, light-weight nature, and ease of manageability were also appreciated as this enabled the successful delivery of the solution.

The user's daily work is not always performed at the same branch, as they move from one branch to another often. ThinLinc allows these users to have access to their desktops and have the data available no matter which branch they are working at. It brings flexibility and reduces the setup time required.

As a consequence of implementing ThinLinc, The BankIslami IT administrators reported as measurable results an improved service level as well as system uptime.

ThinLinc is the Linux Remote Desktop Server developed in Sweden by Cendio, which is one of the oldest Linux-centric companies in the world. The open-source-based solution is used mainly by organizations that deal with sensitive data or have critical IT infrastructures, such as the creative industry, banking, defense, education, and research & development. ThinLinc is free of charge for up to 5 users. More information is available at www.cendio.com.

PARTNER

NDS Technologies is an IT solution company headquarted in Pakistan and was responsible for implementing the solution at BankIslami. NDS offers wide range of Products which fall under Datacenter, End User Computing and Identity and Security Portfolio. NDS has specialists in Disaster recovery, Enterprise Linux, ITIL Based Service Desk, Open Source Solutions, Security Incident and Event Management(SIEM) solution to Customers ranging from Engineering, Banking, Financial, Food sectors and more. Website: www.nds.com.pk.