



RSF-1



Success Story



The world never stops...

WestLB AG is a European commercial bank with firm roots in North Rhine-Westphalia. The Bank provides central banking services for 130 Savings banks in NRW and Brandenburg and provides a range of commercial, universal and wholesale banking products for domestic and international clients. WestLB has total assets of more than of more than €280 billion and employs around 7,200 people around the world.

High-Availability.Com's RSF-1 (Resilient Server Facility) is playing a vital role in providing hot standby continuity to support the SWIFT payments systems for the UK operation of WestLB AG, one of Germany's leading financial services groups – www.westlb.de.

Installed six years ago at the bank's SWIFT Alliance payments centre in London, HAC's RSF-1 solution has rapidly resolved machine failures through the in-built automatic switch over capabilities. This is in spite of dramatically increased transaction volumes

The system has provided a solid platform for the bank's service provision excellence and reputation, and ensures it incurs no financial penalties for transaction failures through punitive regulatory oversight discipline. It also removes the likely cost of resource needed to resolve missed payments manually via fax or telex, as well as expensive management time to oversee resolution.

"Until six years ago, we had no automatic resilience built into our SWIFT payment processes," says Westdeutsche Landesbank Director Mr. K.C. Wong. "Back then, the transaction volumes were much lower and if we had a problem and our system went down, we had a satellite machine but in between one box going down and the other one coming up, it was back to fax, telex and the telephone"

"We always made sure the payments went through one way or another, but it often involved delays and could be very time consuming. There was always the risk that a problem might occur with a very large, critical payment where a delay might have serious consequences and that could have impacted on our reputation.

"As volumes increased – and they have done dramatically – and penalties for missed transaction became more severe, we realised we needed a reliable, automated solution that removed the risks of failure from the payments process completely"

"HAC's RSF-1 system was selected on the basis of providing the best, most reliable solution using the latest proven technology – cost-effectively for supporting demanding and mission critical applications," says Mr. Wong.

"The transfer is transparent and very smooth. In the six years we've been running it, we've have not had any critical incidents and this is partly attributable to the RSF-1 software".

"The system was initially recommended by a company that was providing software support to the bank in other applications areas. Subsequently, support was taken over directly by HAC, but as the software is extremely stable, we haven't had much need to call on them for support and we've never had any problems with it. It just works".

"We also like the relationship with HAC – they're friendly, professional, knowledgeable and responsive, and they understand our business, which is important, especially when it comes to training and handholding". The bottom line is a reliable, safe and cost-effective solution that supports a vital, strategic application – and is a platform for excellence.

