

# Türk Ekonomi Bankası

TEB streamlines ATM software management with Micro Focus Server Automation.



### Overview

Türk Ekonomi Bankası (TEB) was founded in 1927 and has since led the field in diverse areas including investment, leasing, insurance and portfolio management through an extended network of branches, products and services.

### Challenge

The company employs over 5,000 people in 600 branches and has more than 1,500 ATMs across Turkey. The software that underpins these ATMs must be regularly updated to ensure both smooth operation and compliance with all relevant regulations. Previously, TEB has used both System Center Configuration Manager (SCCM) from Microsoft and NCR Aprta to maintain and manage the software as well as to distribute patches and updates. However, this required significant manual intervention from the IT team on a regular basis.

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#### DURSUN ÖZÇETİN

Project leader  
TEB

“The software update process was a big drain on resources. Having two separate tools meant two entirely separate administrative tasks. SCCM was updating every other month and Aprta needed twice weekly updates. In total, this required a full-time team of six people dedicated to managing ATM software,” explains Dursun Özçetin, project leader, TEB.

“As a result, we wanted to make the process more efficient and introduce automation in order to minimize the cost of management.”

Özçetin researched a number of options and consulted internally to find the best platform for ATM management. On realizing that TEB’s Linux and UNIX teams were already using Micro Focus Server Automation, he approached Micro Focus to propose a solution to their needs. The existing knowledge Micro Focus had of the bank and its infrastructure, combined with the clear value provided by the product, convinced Özçetin it would transform how the bank maintains its ATM network.

### Solution

Micro Focus Server Automation reduces costs and increases speed by automating tasks such as provisioning, patching and compliance across physical and virtual environments. At the same time, it increases availability and reduces



## TEB

### At a Glance

#### ■ Industry

Financial Services

#### ■ Location

Istanbul, Turkey

#### ■ Challenge

TEB needed a single tool to update the software on its 1,500+ strong ATM network.

#### ■ Products and Services

Server Automation  
Operations Orchestration  
Data Center Automation

#### ■ Success Highlights

- + Reduced time taken to deliver package deployments by 98%
- + Automated workflow integration reduces strain on internal resources
- + Provided instant compliance with automatic PCI-DSS security updates

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**DURSUN ÖZÇETİN**  
Project leader  
TEB

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the need for manual configuration of server provisioning, patching and security.

Now, TEB is working with a local IT partner to physically upgrade each ATM, including a migration to Microsoft Windows 7. The pre-prepared image includes both Windows 7, the Server Automation agent as well as Micro Focus Operations Orchestration for workflow management.

“We are currently rolling out the new software to 10 ATMs per week but are ramping up to 50 now that we have fine-tuned the deployment process,” adds Özçetin.

“That means we will have all 1,500+ ATMs on the new platform much more quickly and be able to standardize on Windows 7 and Server Automation by the end of the year.”

As part of the deployment, TEB performed an integrity check to validate that the software was working correctly on the 600 ATMs that were first installed with the solution. The operations team was able to conduct this check in less than an hour, 98% faster than under the previous system: “With the old system, package deployments would take two days at least so this really demonstrated the efficiency of the solution,” continues Özçetin.

## Results

The speed at which new software can now be deployed relieves the TEB IT team of a considerable burden in terms of resources. This

means employees are free to focus on more strategic objectives that will benefit the company and its customers.

“Using Server Automation requires minimal manual intervention, which gives our people the time to concentrate on developing innovative new banking services and becoming more productive,” says Özçetin. “In addition, Operations Orchestration has automated and integrated three different workflows which further reduces the strain on our resources.”

As a financial services organization, TEB is subject to stringent rules and regulation so ensuring compliancy is crucial. The new solution helps deliver that in two ways: by enabling one single compliant-configured ATM to be easily replicated across the estate; and by integrating Micro Focus Marketplace, which provides additional software content, drivers and information.

“We can configure one device, take a snapshot and send that image to every ATM at the touch of a button,” remarks Özçetin.

“Meanwhile our subscription to the Marketplace means PCI-DSS security compliance updates and rules are automatically implemented.”

The bank can also use its ATMs more effectively to present new marketing campaigns, advertising products and services. Previously, this was time-consuming and there was no way of knowing how many devices had received and were displaying the information.

“We couldn’t push out campaigns quickly in the past and now we can update them whenever we need to know they’ll be available on every ATM,” concludes Özçetin. “For the next step, we are looking at adding Micro Focus Real User Monitoring to introduce a truly next-generation ATM experience for our customers.”