

Arab Bank Jordan



"I would recommend Enterprise Alert® to other companies looking for a notification solution."

Mr Taimour Al-Neimat, Infrastructure Platforms Team, Arab Bank Jordan



Background

Arab Bank Jordan is part of the Arab Bank Group, which has the largest Arab banking branch network world-wide, with over 500 branches in 30 countries, spanning 5 continents. Maintaining the availability of its varied services from ATM machines to phone and internet banking is of vital importance.

Business Challenges

Arab Bank Jordan has a complex IT infrastructure supporting various servers, networks and hardware, including the ATM machines. The bank uses a number of monitoring systems such as Microsoft Operations Manager alongside custom monitoring solutions for its phone and internet banking operations.

However these systems were limited to producing alerts that were sent via email to administrators. Emails are of the one way 'fire and forget' form and it relies on staff actively checking for alerts. A more effective communication method was needed for an operation that functions 24x7 and that could cope with alerts being raised outside of normal office hours.

With a need to expand the services to a number of other countries, enterprise-wide deployment capabilities were very important.

Derdack product that was selected

Arab Bank Jordan has chosen Derdack's Enterprise Alert®.

How/where the product was deployed

Arab Bank Jordan successfully implemented the latest version of Enterprise Alert® in their Jordan operations for managing email to SMS notifications.

Mr Taimour Al-Neimat, Infrastructure Platforms Team, Arab Bank Jordan explained, "We were familiar with Enterprise Alert® from our implementation in Jordan and we had confidence in the software's notification capabilities. We need SMS functionality to allow us to push mobile alerts to our administrators and when we decided to roll out how we manage notifications to other countries, Enterprise Alert® was the clear choice. We have now successfully implemented the software into the countries with the largest number of branches: Jordan, UAE, Egypt, Palestine, Lebanon and Morocco."

Arab Bank Jordan has integrated Enterprise Alert® with its different monitoring systems as part of a drive to ensure greater service uptime. If a fault occurs, e.g. a problem with an ATM machine, this needs to be resolved with minimal delay. An alert is generated by the relevant monitoring system and emailed to Enterprise Alert®.

Client

Arab Bank Jordan

Industry

Financial

Business challenge

Arab Bank Jordan wanted to maintain service uptime of critical infrastructure. Thus the bank needed more effective management of notifications. Enterprise-wide deployment capabilities were required.

Business benefits

Arab Bank Jordan now benefits from:

- Introduction of mobile notifications via SMS
- More reliable notifications
- Reduction in time to respond to alerts
- Minimized risk of business interruption

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The notification software uses the SMTP source to convert the email to an SMS and this is routed to the appropriate administrator. The message contains the server name and details of the problem. If the situation persists, another alert is generated and sent via Enterprise Alert® to a separate administrator to resolve the underlying issue. By ensuring the alerts are efficiently communicated to the administrator, problems can be fixed before they impact on the availability of the various banking services.

What business benefits has the client enjoyed as a result

The bank has built up the necessary skills to implement Enterprise Alert® using its own resources and now takes just one week to carry out an implementation in each new country. Arab Bank Jordan can set up the necessary hardware and software and configure the relevant monitoring systems to send emails to the Enterprise Alert® server.

Mr Al-Neimat said, "The integration of Enterprise Alert® with our monitoring tools, particularly Microsoft Operations Manager, has contributed to a more consistent customer experience as a result of higher systems uptime for essential services. We are more responsive to any faults as alerts are rapidly communicated to the right person leading to a reduction in the meantime to resolution for problems. We also minimize

the time from problem identification to problem resolution."

The number of alerts generated varies from country to country but can be in the range of 50 to 300 per day. Enterprise Alert® manages this volume efficiently and ensures alerts are sent on to the correct person.

Mr Al-Neimat concluded, "Enterprise Alert® is now our standard solution for email to SMS notifications and it has been installed in an enterprise-wide deployment covering six key countries. There is potential to continue the roll out to other countries depending on the local monitoring systems in place, as a strength of the software is that it can receive alerts from a wide variety of systems and I would recommend Enterprise Alert® to other companies looking for a notification solution."

Matthes Dardack, "A key part of any bank offering is ensuring that services are available whenever they are required and Enterprise Alert® plays a key role for Arab Bank Jordan in meeting its customer commitments through a 24x7 uptime of their banking infrastructure."

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