Case Study:
Capital Bank of Haiti

THE CHALLENGE

The customer needed a redundant data center environment for disaster recovery and business continuity.

THE SOLUTION

Managed Services for one AS400 and nine x86 servers:

- Installation and upgrades
- iSeries operating system administration and maintenance
- Systems Integration and application development
- Performance Monitoring
- Change management including PTF updates
- 24/7 operational services
- Batch administration and monitoring
- Tape backup
- Network services
- Migration services
- Disaster recovery and replication

THE RESULTS

- More automated
- More secure
- More reliable
- More convenient
- More cost effective
- More peace of mind

Capital Bank of Haiti uses technology to protect its customers and shareholders from financial disruption

Capital Bank of Haiti (CBH) is a commercial bank based in Pétionville, Haiti. It is currently the third largest in terms of assets and has 18 branches throughout Haiti. CBH strives to be the country's most modern, state-of-the-art bank, and makes a concerted effort to be on the forefront of technology. They view their customers as family and feel that technology will help them provide the personalized service that their customers require.

THE CHALLENGE

The breathtakingly beautiful country of Haiti has seen its share of natural and not so natural disasters. After the devastation from the political protest in 2005, the earthquake in 2010 and Hurricane Sandy in 2012, CBH realized that in order to protect their customer's assets to the best of their ability, they would have to find another location for their IT disaster recovery failover environment.

With its main datacenter residing locally, Smith Fleurantin, Assistant Vice President and Director of Technology and Communications at Capital Bank of Haiti, wanted to have a backup solution established somewhere that would not be affected by the natural disasters that might strike the island. That way, if the systems were hit and rendered non-operational, the integrity of the information and their ability to service their customers and shareholders would remain intact. CBH needed a solution that could guarantee high availability and disaster recovery. In good times and in bad, unexpected downtime or failure is not acceptable.

"Doing it ourselves was not an option," Smith said. Considering the expense and resources it would take to build a duplicate datacenter, Smith knew that this was something that would have to be outsourced.

THE SOLUTION

After considering a few select vendors in different locations, CBH decided that Verizon Terremarks's state of the art data center, located in Miami, Florida, United States was the best option. One of the reasons they selected Verizon Terremark was due to their location. Miami does not share Haiti's political infrastructure. It is far enough to avoid the same weather patterns, yet close enough to travel to via a short flight. They were also impressed with Verizon Terremark's offerings, experience and ability to adjust to their needs.

For example, Verizon Terremark does not traditionally offer IBM AS/400 (iSeries) services, however in conjunction with Flagship Solutions Group they were able to deliver the required platform for CBH.

"We turned to Flagship because we knew that they had the experience, knowledge, reliability and proven success through countless client references," stated John Zima, Sales Director at Verizon Terremark.

CBH's core banking system and online banking services run on the AS/400 platform and Flagship immediately understood the magnitude of this responsibility. The solution included Flagship's managed services for IBM AS/400, Verizon Terremark's co-location services, and Flagship's Managed Services for x86 servers via Verizon Terremark's Enterprise Cloud Solution.

Flagship's IBM AS/400 (iSeries) Infrastructure as a Service (Iaas)

Flagship is providing remote managed services for one IBM AS/400 (iSeries) server. Flagship owns the equipment and provides resources that have a specialized skill set for the IBM AS/400 (iSeries) platform. This server is replicating the bank's operational server in Haiti for disaster recovery and business continuity.

Verizon Terremark's Colocation offering

Flagship is housing the AS/400 server and managing it at Terremark's datacenter facility. This cutting-edge facility features 24x7x365 monitored security protection, a raised floor (at least 20 inches off the concrete floor), fully redundant commercial power feeds, advanced cooling technologies, a hardened building, electronic detection systems, and smoke detectors.

Verizon Terremark's Enterprise Cloud™

Nine of the bank's x86 servers are being replicated via Verizon Terremark's Enterprise Cloud™ solution. Enterprise Cloud™ has the scale, performance and security to meet CBH's needs through a discrete, dedicated pool of compute resources (CPU, memory, and storage). Flagship manages these resources on behalf of CBH and has the ability to scale up or scale down virtual servers as needed. With this solution, Flagship can also control load balancers and firewall resources through an easy-to-use Web console.

"We have the unique ability at Flagship, to offer world-class IBM products and services, along with the flexibility to adjust to the unique needs of each customer. We act as a seamless extension of a customer's internal team, relieving them of the workload they do not want to handle in-house. For Capital Bank of Haiti, Flagship was able to take care of everything for them, leaving them only with the peace of mind knowing that if anything were to happen, our backup environment could take over right where they left off," Indicated Tom Mitchell, Vice President of Sales at Flagship Solutions Group.

THE RESULTS

CBH is very impressed with the service and professionalism they have experienced at both Verizon Terremark and Flagship Solutions Group. "They have good expertise in doing what they are doing, and when they don't have it they go and acquire it," Smith said of Verizon Terremark.

"They [Flagship] are making sure that everything that we need and everything that we ask for, they have the exact expertise to get it done the way that we want it to be done. It's a friendly staff, whenever I need them, I can find them. That's exactly what we were looking for. Always present, always available, who could work on our problems whenever we have them anytime of the day."

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