

SBI (Financial / Banking)

Driving Financial Inclusion!

Wireless Technology by HFCL Reshapes
India's Largest Bank, Paving the Way to
Secure Financial Data.

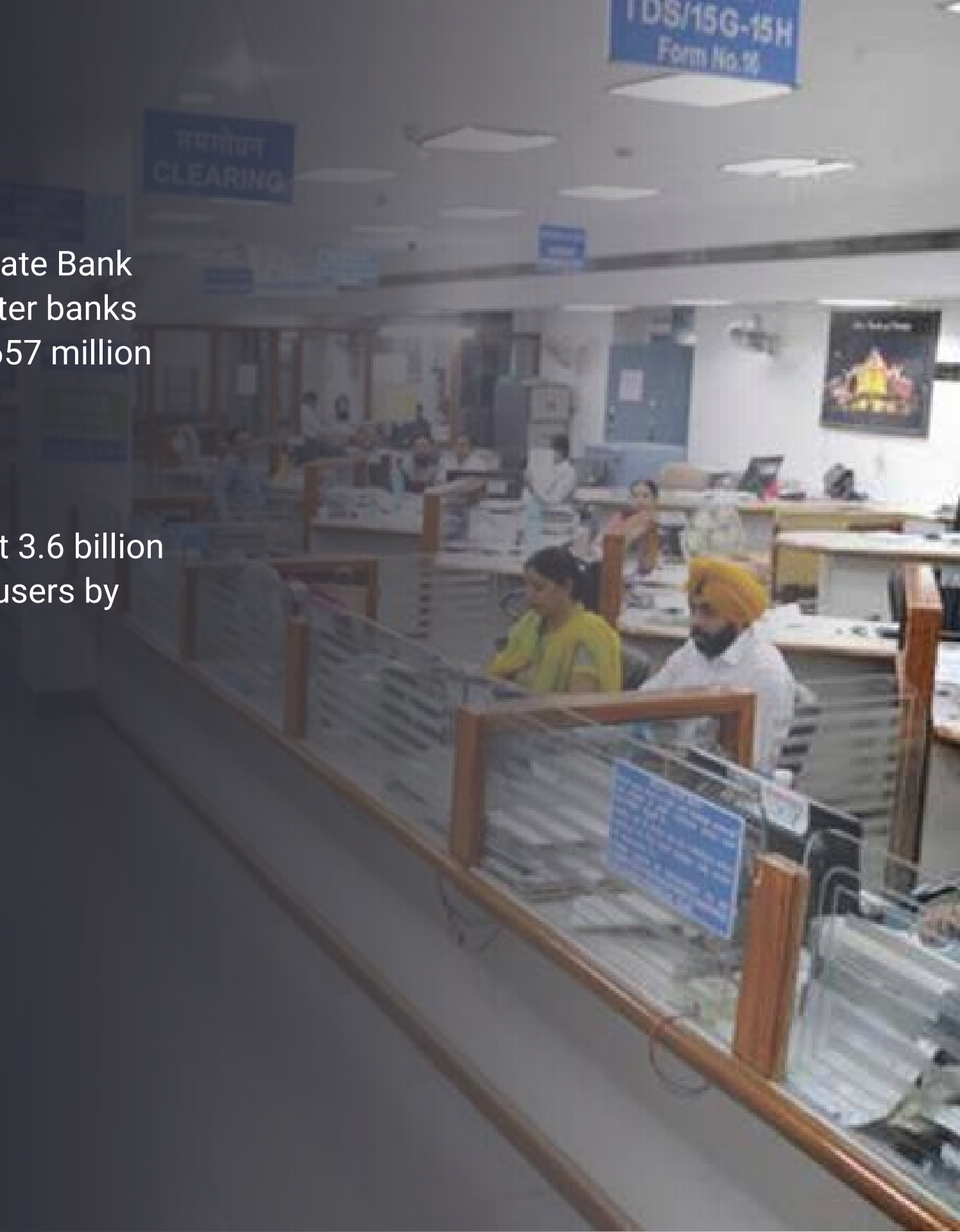


Background

The State Bank of India (SBI) is India's largest and one of the oldest public sector banks, and stands as a pillar of the nation's banking and financial sector. It operates as a government-owned entity, with the Government of India holding a majority stake in the bank. As a financial powerhouse, SBI plays a crucial role in driving economic growth in India, providing loans, credit facilities, and financial support to various sectors. With the legacy of trust and reliability, SBI continues to be the preferred choice for millions of Indians, offering innovative banking solutions, digital services, and a customer-centric approach. Its strong presence in the global market also makes it a prominent player in international banking, serving customers across borders.

SBI, with its Global IT Center (GTIC) in Belapur, exemplifies unwavering dedication to pushing the boundaries of banking excellence, commitment to innovation, and readiness for the future in the banking sector. As India's leading bank, SBI remains dedicated to upholding its core values while embracing modern technologies and staying ahead in the ever-evolving banking landscape.

- As of February 2021, the State Bank of India led the list of remitter banks in India, facilitating nearly 657 million UPI transactions.¹
- Digital banking stats predict 3.6 billion online and mobile banking users by 2024.²



Overview

The banking sector plays a vital role in the economy, serving as its lifeline by creating and maintaining a secure and dependable financial ecosystem to meet the needs of individuals, businesses, and the government. To achieve this, financial institutions prioritize key strategic imperatives such as providing a frictionless customer experience, tailoring services through hyper-personalization, enabling participation in newer business models, optimizing operational efficiency, and seamlessly integrating backend processes.

The increasing emphasis on digital banking has led to a significant rise in online and mobile banking, placing immense pressure on the banking sector to process large volumes of transactions swiftly and securely. Achieving this necessitates seamless integration of front-end systems with the backend infrastructure, such as data centers where reliable and secure data transmission is of utmost importance. The banking sector must also foster cutting-edge innovation and embrace blockchain, AI, and ML technologies to elevate its banking solutions.

Adoption of digital banking, fintech, and wallets in the Asia Pacific emerging markets grew by a factor of 1.4x between 2017 and 2021.³

Globally, 73% of account holders engage in online banking at least once a month, while 59% opt for mobile banking apps.⁴

At India's premier bank, safeguarding sensitive financial data and customer information is topmost priority. Working closely with the IT personnel at GITC, we decided to deploy a Wi-Fi network incorporating state-of-the-art security measures, providing a highly secure environment for transactions and interactions. With an unwavering commitment to seamless connectivity and data security, our bespoke Wi-Fi network solution at the bank's Global IT Center empowers efficient banking operations. Prioritizing critical factors and embracing flexibility, we ensure uninterrupted access to vital information for superior service and collaboration.

Anand Kumar
A. Vice President, HFCL

Challenge

SBI's GITC plays a pivotal role in driving the bank's digital transformation journey, solidifying its position as a leader in the technology-enabled banking landscape. With the growing focus on accelerated digitalization, it became imperative for the bank to deploy high-speed Wi-Fi within the bank and its GTIC Center. The existing network was not enough for a more comprehensive transition that involved significant front-end and back-end changes.

Solution

A complete solution was proposed and deployed comprising both Hardware and Software solutions to ensure a ubiquitous, secure, and scalable Wi-Fi Access solution across the GITC Campus. Around 165 latest generation Wi-Fi 6 Access Points were strategically deployed in all key locations to ensure complete area coverage. Wi-Fi 6 Access Points perfectly address the core need for a secure network. With a high capacity of up to 1.78 Gbps, EasyMesh certification, and WPA3 security compliance, they ensure seamless connectivity, enhanced security, and high-speed data transfer with minimal latency. The team configured the solution on a cloud controller to optimize operational efficiencies. The cloud-based approach facilitated easy and remote management of the entire network infrastructure and provided real-time monitoring, seamless scalability, and rapid updates for enhanced control and flexibility. It allowed the network administrators to gather valuable data insights into network performance, user behavior, and traffic patterns enabling data-driven decisions.

As part of the solution, we introduced and implemented a host of other customized features specifically tailored to meet unique banking requirements.

- AAA- Authentication, Authorization, and Accounting for ensuring secure and controlled access to the Wi-Fi network.
- DHCP (Dynamic Host Configuration Protocol) for managing the network and providing seamless connectivity to all the devices within the premises.
- Firewall to prevent unauthorized access, block malicious content, detect and thwart cyber-attacks and protect the devices connected to the network from potential threats.
- SMS gateway for the bank to strengthen user authentication, and customer communication while maintaining compliance with regulatory requirements.

Indoor Wi-Fi



ion4xi-Wi-Fi 6 2x2 (Qty:165)

MU-MIMO high capacity indoor Access Points

Network Management



cNMS

Cloud network management for a single window view of the entire network

Result

- 01** The Wi-Fi 6 upgrade resulted in a 2x reduction in employee complaints about network slowness, thereby fostering a more efficient and productive work environment for the bank employees. Simultaneously, the bank experienced a 3x increase in the number of customers served, greatly enhancing customer experience and satisfaction.
- 02** With improved network capabilities and stability, the bank's IT team and tech partners were empowered to explore and develop innovative applications and services. Wi-Fi 6 Access Points support a vast number of connected devices, facilitating the adoption of IoT devices in the banking environment.
- 03** Furthermore, the deployed solution enhanced security with advanced features such as WPA3 and AES, TPK encryption, ensuring robust network and customer data protection against potential cyber threats.
- 04** The well-designed and efficiently executed network infrastructure led to an impressive 80% reduction in investment costs. Additionally, the entire solution proved to be highly energy efficient, with devices adjusting their power usage based on connectivity demands, bringing in significant cost savings.

Conclusion

SBI's Global IT Center (GTIC) in Belapur, in collaboration with HFCL, has successfully deployed an advanced Wi-Fi network solution, driving digital transformation and ensuring utmost security for financial operations. The Wi-Fi 6 upgrade has boosted productivity, elevated customer experience, and brought significant cost savings, placing SBI at the forefront of the digital banking landscape.



References

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SBI Inaugurates Wi-Fi Services at GITC Belapur!



BSNL Connecting India Faster

SBI

BHARAT SANCHAR NIGAM LIMITED & STATE BANK OF INDIA
Welcomes

SHRI PRAVIN KUMAR PURWAR
(Hon'ble Chairman Cum Managing Director,
Bharat Sanchar Nigam Ltd)

In the August Presence of

SHRI V. RAMESH
Director (EB), BSNL

**INAUGURATION OF BSNL WI-FI SERVICES
AT GITC SBI BELAPUR**

16th December
2023

Partnered By HTP Global Technologies Pvt Ltd. & HFCL Ltd.

htp global technologies

io by HFCL