



VitalSuite at Work

Banco Popular invests in a VitalNet Solution

With assets in excess of \$23 billion dollars, Banco Popular is the largest financial institution in Puerto Rico. And with plans to expand operations throughout the Caribbean, Latin America and the United States, the 105-year-old institution will soon become the largest Hispanic banking franchise in the Western world.



As the largest financial institution in Puerto Rico, with plans to expand throughout the Caribbean, Latin America and the United States, Banco Popular depends on technological innovation to maintain a competitive edge

Technological innovation has long been a cornerstone of Banco Popular's success, and the bank's network – a vast collection of automated teller machines (ATMs), debit card and point-of-sales terminals throughout the Caribbean – is critical to maintaining a competitive edge. But recent growth, coupled with an ambitious expansion of the bank's electronic transaction operations, threatened the financial institution's ability to continue delivering the superior, high-quality services their customers depend on 24 hours a day, seven days a week.

"Due to our rapid growth, we were not able to keep track of how this expansion was affecting our current and future networking infrastructure," says William Rodriguez, network specialist manager at Banco Popular. "And because we are moving towards a business model in which we expect to deliver approximately 80 percent of our transactions

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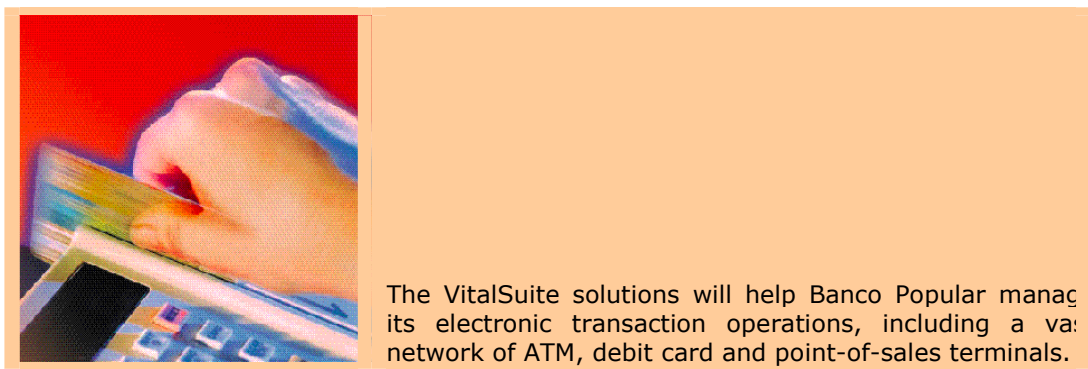


electronically, the performance of the network is absolutely critical to our ongoing success.”

Rodriguez immediately set out to find a solution that would allow Banco Popular to monitor network performance so they could anticipate potential problems and proactively make configuration changes that would keep the operations moving smoothly. “Ideally, we wanted a tool that would allow us to measure network response times and availability, allow us to handle network problems when they occurred, and help us reduce or even eliminate net-work equipment maintenance costs,” says Rodriguez.

After considering products from companies such as Concord and Amcom, Rodriguez decided to take a look at VitalNet, a member of the VitalSuite family of network and application performance solutions. Following a rigorous and extensive three-month evaluation period, the IT staff agreed that VitalNet was the solution they were looking for.

“We chose VitalNet because of its flexibility, its ease of use, and because it gave us the numbers we were looking for,” says Rodriguez. “VitalNet not only indicates our general response times, it also provides response times for each individual network component that we want to keep track of. Not only that, VitalNet also provides the trending information we need to make better design decisions that will help us avoid future problems. That’s one of the main things we wanted from this solution: the ability to be proactive rather than reactive. VitalNet gives us that ability.” The VitalSuite solutions will help Banco Popular manage its electronic transaction operations, including a vast network of ATM, debit card and point-of-sales terminals.



VitalNet is deployed throughout the system to monitor the performance of more than 200 branch routers installed in Banco Popular locations throughout the Caribbean, providing critical performance data and helping



the IT organization quickly identify and locate potential problems for rapid resolution. VitalNet's trending feature also allows Rodriguez to project future requirements based on past usage for capacity, upgrade and budget planning purposes. And a powerful "what if" feature enables Rodriguez to consider different configuration scenarios, providing an accurate and efficient way of predicting how various network modifications will affect the system before any changes are ever made.

Banco Popular's aggressive expansion plans mean the number of managed devices will more than double to nearly 500 over the next two years, according to Rodriguez. Because VitalNet is a completely scalable solution, it will easily accommodate this growth and provide Rodriguez and his team with the accurate network performance and availability data they need for years to come. Not only will VitalNet help reduce network response times, increase availability and provide accurate forecasting for future expansion, it will also help reduce the costs associated with network downtime and maintenance by enabling Banco Popular's IT staff to quickly identify and resolve potential problems before they adversely impact the business. "If we handle the tool well and get the information we're looking for, we are hoping to considerably reduce our maintenance costs," says Rodriguez. "At this point, we expect to save approximately \$250,000."

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