

Banorte guarantees information security as well as a continuous flow of operations in spite of a disaster

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Mexico, D. F., September 27th, 2006. Grupo Financiero Banorte announced today the creation of the most advanced scheme for the recovery of its computing infrastructure, which will guarantee the total functioning of the institution, as well as the integrity and immediate availability of the customer's information and their operations in case of any severe contingency causing damages, or even the loss of its main computing center.

This program, called Disaster Recovery Plan (DRP), is based on the latest storage, transmission and computing security technologies, allowing Banorte to keep on operating without loss neither of information nor of its operations in a maximum time of 4 hours after having detected a given disruptive event, or any natural disaster which may totally disable its central systems.

Banorte thus supports one of its most relevant institutional initiatives; the Plan for a Continuous Business, pursuing the mitigation of the negative effects that a disruption may generate to its customers and to the Financial Group per se which could affect the achievement of the strategic planning, its reputation, operations, liquidity, credit quality, market positioning and fulfillment with the in force laws and Normativity.

The applied solution consists of the habilitation and provisioning of a back-up computation center - located 40 kilometers away from the main one - capable of supporting the operation of the main services of the Group, where Banorte's mirror infrastructure was installed, this is to say, a replica of the main computing center, capable of starting up all the channels and services for the operation of the institution: branches, ATMs, and Internet, amongst others.

The General Director of Technology and Operations of the Banorte Financial Group, Prudencio Frigolet, stated: "The recovery scheme of our computing services, in case of a disaster, is the most advanced and the only one within the banking system in our country, making the institution one of the most safe and reliable one for our customers and users, placing us in a highly satisfactory level regarding the fulfillment of risk management in our operations".

The recovery and service continuation is based on three main concepts:

- a. Consolidation of the total amount of information of the different channels in a single storage system.
- b. Synchronous Replication . The information stored in the main center is automatically reflected in milliseconds in a similar set up at the back-up center. Data received until the last second before a contingency are updated and ready for their use.
- c. Communications to the back-up center is activated by means of a simple change to an Internet address, avoiding modifications in the telecommunications infrastructure of every Banorte office or building totally linked by a single network.

For the development and implementation of this computing back-up center, Banorte designed a complete new recovery concept, according to its needs and characteristics, by selecting and adding up a series of available proven efficiency technologies, summoning first level technological partners with whom it was able of achieving such an effort.

With the implementation of this strategic financial information back-up center, Banorte is looking for the security and reliability for its customers in what has to do with the operations they perform at the institution. In a single word, it is placing arrow-head technology at the immediate service of the needs of the customers and users of the banking and financial services.

Hitachi Data Systems de México (HDS) provided both, the high performance and availability central storage system consolidating all the information of all the platforms and applications of Banorte, as well as the data synchronous replication capacity of the entire information container in the storage system. "The integration of our storage solutions at the Banorte Back-up Center is fundamental in order to keep the institution safe of information losses in order to fulfill with the present laws and regulations. As an enterprise, this is part of our vision in order to establish mutual benefit and long term relationships. With this, we prove, that we count with the most advanced technology in the market and with the capacity to integrate first level services, performing as a partner offering services further more than technology", asserted Alejandro Lomelín, General Director of Hitachi Data Systems México.

On its behalf, Sun participated in the storage solution with high density cartridges having the capacity to replicate, in a synchronized manner, each cartridge recorded at the main computation center, generating an image at the back-up center; Eduardo Álvarez, General Director of Sun Microsystems, declared: "Our offer is centered in the commitment to provide products, services and solutions which will reduce costs and complexity, accelerating the deployment of services in the Network and which, beside, may trigger mobility with security".

Telmex contributed with a versatile communications network based on a Virtual Private Network on an IP protocol, connecting each one of the buildings, branches, and main and back-up computing centers. "The transmission capacity with which the Telmex International Multiservice Virtual Private Network operates (RPV IP-MPLS), is based on the most advanced IP platform for Latin America, allowing us to offer an ideal service to the financial sector, which has provided Banorte an investment and operation costs reduction, as well as flexibility and scale capacity of the telecommunications infrastructure. All this with high security levels and world class quality standards, supporting a network of 987 branches, 3000 automatic teller machines, 50 administrative buildings, 4 corporative buildings, 1 Main Operations Center, besides its new Back-up Computing Center" affirmed Isidoro Ambe Attar, Telmex 's Commercial Director for the Entrepreneurial Market.

"IBM helped Banorte as part of a DRP solution, through two important strategic axis in its technological operation: first, through the "e-Business Hosting" service, consisting of providing all the operation and functioning facilities through a World Class computing center for the Data and Computing equipment Banorte acquired for its Back-up solution in case of a Disaster, with the highest levels of security and availability. The second strategic axis, through the business application processing equipment of Banorte; this was achieved with the "On Demand" capacity of our technology. At present, IBM equipment processes the branch operations, as well as Internet banking services of Banorte, thus allowing its customers to continue with their service in a safe manner in case of any contingency or disaster. IBM supports the main Mexican bank, with all the above mentioned, in its task to offer the best possible service to its customers, placing it at the vanguard and at the level of the best financial institutions of the world", stated José Díaz, Director of the Financial Sector Finanzas of IBM, Mexico.