

Case study

Albaraka Türk simplifies desktop services with thin client upgrade



Custom-built HP t620 Thin Clients cut costs and raise productivity across 200 branches

Industry
Banking

Objective

Upgrade 2,500 thin clients at branches nationwide with no downtime and minimum disruption

Approach

Canvassed thin client suppliers before developing a custom-built solution with HP, including three-branch pilot and user POC

IT matters

- Allows system administrators to oversee and monitor users from a single site
- Reduces support and maintenance costs with centralised upgrades
- Ensures robust backup with connection to a centralised server

Business matters

- Delivers the necessary OS and memory to match new IT infrastructure
- Connects seamlessly with existing print and scanner estate



“The HP thin clients don’t require an annual service or backup. For this reason, IT staff are able to dedicate their time to other projects and this makes them more productive for the company.”

– Hasan Abacıoğlu, IT system support manager, Albaraka Türk



A custom-built solution, delivered at speed

Albaraka Türk needed to upgrade its ageing thin clients to support a major investment in its IT infrastructure. Only HP was able to custom-build and manage the installation of 2,500 devices across 200 branches in 25 days.



Challenge

Upgrading the IT infrastructure

Albaraka Türk is a Turkish banking group, based in Istanbul. It has more than 200 branches and 3,800 staff.

The bank has invested consistently in IT, believing technology will help keep it ahead of the competition in terms of product development and customer service. In 2012 Albaraka Türk began a series of upgrades to its primary banking infrastructure, with the aim of ensuring faster, more reliable services.

In tandem, the bank wanted to overhaul its desktop thin clients across its branch network. None of the 2,500 existing machines met the infrastructure requirements. Many were outdated or at full capacity; management of the estate was patchy.

The bank's IT team discussed options with several suppliers of thin clients. Most offered the same features: 16GB flash memory and 4GB of RAM. This did not meet Albaraka's criteria; it turned to HP.

Solution

Custom-built to a tight deadline

Following a series of meetings HP agreed to produce a thin client to meet the bank's specific requirements. HP custom-manufactured the HP t620 Thin Client with a quad-core processor, 65GB flash memory and 4GM of RAM. Windows® 7 is installed as standard.

Hasan Abacıoğlu, IT system support manager, Albaraka Türk, says the technical features of the solution were significant, but the planning and execution of the installation was most critical: "We had very real-time pressures."

The roll-out to 200+ branches began in December 2014, one month before the new IT infrastructure was due to go live. Artı & Artı, a local HP partner, was charged with the most critical aspect of the job: preparation of the thin clients and their delivery to the branches. A one-week pilot was undertaken in three branches, allowing time for problems to be investigated and addressed. POC tests were set up to give users an opportunity to gain experience on the new machines.



Within 25 days a total of 2,500 HP t620 Thin Clients underwent the imaging process, and were installed in 206 branches.

“There is no doubt the credit for realising such a large replacement project lies with HP technical consultants and engineers,” says Abacıođlu. “Their knowledge and experience was essential. We had every confidence the project would be completed in time.”

Benefits

Saving time and money

Albaraka Türk now has more than 3,000 HP t620 Thin Clients in place. “They’re able to be used in any one of our branches,” says Abacıođlu. “Whenever we need to perform an update we’re able to do so at any time of the day.”

The custom-manufactured thin clients integrate seamlessly with the existing printing and scanning hardware. HP Device Manager provides a centralised management, allowing all admin to be carried out from a single location, saving time and cost.

“In the past it would take a whole day to repair a malfunctioning machine, to prepare, set up and ensure that a new PC was running perfectly and to backup data,” says Yunus Emre Oral, senior system support specialist, Albaraka Türk. “Now it only takes us 15 minutes to set up a thin client and get it user-ready.”

The thin client upgrade enables staff across every branch to carry out all their banking and administrative tasks using the same Remote Desktop services, located on the bank’s Windows 2012 R2-based servers. This greatly facilitates the storage, backup and security.

Security is a huge issue for Albaraka Türk. The saving of client data and its updating has become more reliable and efficient thanks to the thin clients. There is no data to be backed up from the thin clients, all data and programs are held on a centralised data storage source and it is only these centralised units that need to be backed up. Further to this, the thin clients are immune to attack from viruses from outside the system as they do not comprise any processing system, diskette or CD-ROM drives.

Customer solution at a glance

Hardware

- HP t620 Thin Client

Software

- HP Device Manager

“We’ve saved expenditure on virus protection programs for our thin clients,” says Emrah Ercan, Albaraka Türk’s service team leader.

The thin clients incorporate a special passive cooling system that negates the need for an on-board fan, making them more energy efficient.

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“The average PC uses 100Watts,” says Ercan. “The HP thin clients use around one fifth of this. What’s more, the fact these machines expend a lower amount of power means that the level of uninterrupted power supply that’s required to serve the system is also reduced. We’ve saved on our uninterrupted power supply needs.”

“We have reduced our hardware needs to a minimum,” says Hasan Abacıoğlu. “The fact thin clients don’t need individual maintenance in the same way as standard computers has resulted in a big saving in human resources. The HP thin clients work silently as there are no associated disks, CD-ROM drivers or moving parts such as fans.

“What’s more, the thin clients do not require an annual service or backup. For this reason, IT staff are able to dedicate their time to other projects and this makes them more productive for the company.”

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4AA6-4833EEW, June 2016

