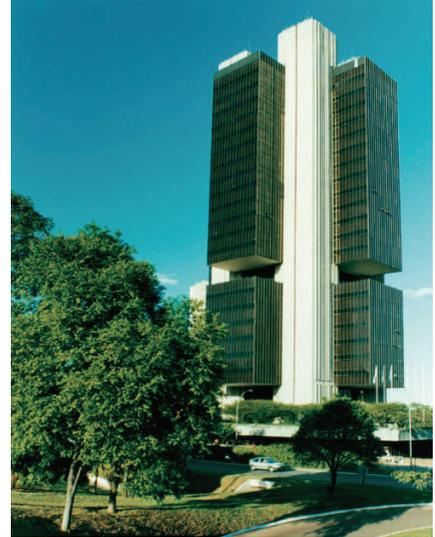# AppAnalyzer Ensures Maximum Reliability for Banco Central

The heart of the Brazilian financial system, Banco Central (BC) relies on a sophisticated IT infrastructure to maintain information exchanged daily with public and private banks—institutions governed by the rules and procedures organized by BC itself. Since 2002, BC has proven itself globally thanks to the pioneering and ingeniousness of the Sistema de Pagamentos Brasileiro (SPB), the Brazilian Payment System, a set of rules dependent upon applications running inside of BC and at all Brazilian financial institutions.

Within BC there is another application as important as the SPB—the e-mail system. "Both internally and externally, the service quality of Microsoft Exchange is an indispensable requirement for supporting BC and the operations of its members," said Frederico Burgos, chief of the security division for BC's IT Department.

Customer Profile

Industry
Financial/Insurance

Business Scenario
As the centralized governing body for Brazil's financial system, Banco Central relies on e-mail not only as a communication tool between departments, but also with the nation's financial institutions it governs. Exchange-based messaging is considered a mission-critical application for the institution that centralizes the finance market and exchanges data with banks daily.

Solution

Benefits
Sirana's AppAnalyzer for Exchange (AppAnalyzer) increased the reliability of the system that services thousands of BC's internal users and member institutions.

Product
Sirana's AppAnalyzer for Exchange

SIRANA software

SIRANA
software

OFFICE
14711 NE 29th Pl
Suite 204
Bellevue, WA
98007
USA

PHONE
(425) 732-6700

FAX
(425) 732-6703

E-MAIL
info@sirana.com

WEB
www.sirana.com

Servers Miles Apart

At Banco Central, Exchange is a communication platform between the bank's departments and its national members. "For that reason, Exchange has a mission-critical profile and must be managed accordingly," Burgos said.

With a data processing center (DPC) at its headquarters and a backup DPC in a separate location, BC has chosen to run Exchange on two active/active clustered servers. Wielewski installed the servers miles apart for security reasons. High-speed fiber optic links ensure the two environments stay connected. "This is another differentiator of our client/server e-mail infrastructure," Wielewski said.

Comprehensive Views of E-Mail Usage

BC uses a hybrid system whereby the native mainframe system and Exchange messaging work together. The mainframe—in operation since 1984—is considered a precious source of information because it holds the national financial history since its inception. Meanwhile, Exchange provides a collaboration and messaging infrastructure for communicating with member banks.

Taking a lesson from the legacy operations, the need to ensure the maximum reliability and performance of the messaging environment drove the company's IT team to search for a solution that could provide a complete view of Exchange, which they found with AppAnalyzer. With the Sirana product, Burgos and his team create meticulous reports on how e-mail is being used. "We want to provide maximum service without taking the risk of misusing the communication service, an expensive and important bank resource," he said.

AppAnalyzer provides statistical analysis detailing how each department and employee uses Exchange. BC uses the software to correct errors and develop the capacity planning for the bank's messaging infrastructure.

For Danilo Dias, security division analyst at Banco Central's IT Department, AppAnalyzer automatically provides information,

such as amount and size of sent/received messages and their attachments or number of messages stored on a user's mailbox. "We have programmed AppAnalyzer to track data across the whole system overnight and generate a graphical report."

Controlling Costs

Beginning with this information, the next step is to consolidate the data against individual cost centers for chargeback. "This is imperative because we intend to migrate the mainframe-based e-mail system to the client/server Exchange platform. For this to happen, we must consider cost issues very clearly, not only inside the bank but also among other financial institutions connected to our system," Wielewski said.

Conclusion

Concerned with educating BC's users on how to correctly use e-mail, Wielewski said the reports generated by AppAnalyzer are published in summarized and graphical format over the corporate intranet. "It is a way to promote transparency of information and communicate usage policies between the IT team and the users," he explained. "By viewing the graphs, the bank employee understands better why we have adopted this or that e-mail usage policy and everybody is aware we are sharing a system that should be used correctly."

For Burgos, publishing such information reinforces the concept that e-mail is a mission-critical application that depends on the efforts of all users to provide maximum performance and productivity. "As a popular and accessible application," he said, "e-mail must be under the surveillance of solutions like these in order to actually aid Banco Central and the national financial community."