



Banesco  
Caracas, Venezuela  
www.banesco.com

#### Industry:

Financial Services

#### Annual Revenue:

US\$2.56 million

#### Employees:

13,521

#### Oracle Products & Services:

Oracle Advanced Customer Services  
Oracle Solution Support Center

**“The expert advice of Oracle Advanced Customer Services gives us robust database administration and provides the proactive focus we need to prevent technical problems and system incidents. Oracle Advanced Customer Services has helped us achieve an average system availability of 99.98%.”** – Gladys Fernández, Manager of Database Administration and Data Storage, Banesco

## Banesco Improves IT Administration and Systems Availability with Customer Service Support

Banesco is Venezuela’s leading banking institution. Based in Caracas, it is the country’s largest credit card issuer—with 462 service centers and approximately 5.5 million clients throughout the country.

### Challenges

- Maximize availability and performance of critical banking services, such as ATM transactions, trust accounts, insurance, and fraud prevention
- Provide a proactive, preventative focus for database maintenance to meet the institution’s demands and standards for high-quality service
- Provide expert, personalized support to ensure operation continuity and enable Banesco to quickly solve incidents that could affect availability of services

### Solution

- Worked with the engineering team from Oracle Advanced Customer Services to improve administration of Banesco’s IT platform and availability of critical banking services such as ATM transactions, trust accounts, insurance, and fraud prevention
- Created periodic and preventative updates to improve and fine-tune the performance of critical databases
- Developed a plan to proactively fine-tune hardware, the operating system, databases, and applications—ensuring that the system functions properly during times of high transactional volumes
- Achieved operation continuity by relying on the services of Oracle’s Solution Support Center which facilitated quick and effective solutions to technical incidents and problems
- Achieved an average system availability of 99.98%
- Utilized onsite support from the Oracle Advanced Customer Service team to implement new technologies, thereby accelerating development and launch times for new banking products