



Catholic Syrian Bank Ltd
Thrissur, Kerala, India
www.csb.co.in

Industry:

Financial Services

Employees:

2,700

Oracle Products & Services:

Oracle Database
Oracle Real Application Clusters
Oracle Active Data Guard

Oracle Partner:



Laser Soft Infosystems Ltd
www.lasersoft.co.in

“We can process 50,000 transactions per hour with ease while supporting up to 1,500 concurrent users. This is the major benefit of running our core banking system on Oracle Database with Real Application Clusters.” – K R Rajagopalan, Deputy General Manager, Catholic Syrian Bank Ltd

Catholic Syrian Bank Processes 50,000 Transactions per Hour, Supports 1,500 Concurrent Users

The Catholic Syrian Bank was founded in 1920 to serve the community in the Indian state of Kerala. Today, the bank offers a full range of retail, corporate, and institutional services to the wider Indian community. Catholic Syrian Bank has a strong rural base, with around 80% of its 363 branches in rural and semi-urban areas.

Challenges

- Replace distributed, homegrown systems with a core banking application that would provide an integrated view of activities across 363 branches
- Enable customers to bank at any branch, rather than restrict them to the one in which their account is held
- Submit regulatory reports on time to the Reserve Bank of India
- Enhance database security to protect confidential financial data

Solution

- Worked with Oracle Partner Laser Soft Infosystems to customize a banking framework (including a core banking platform) on Oracle Database 10g with Real Application Clusters
- Processed around 50,000 transactions an hour (around 200,000 transactions in a four-hour window)
- Supported up to 1,500 concurrent users during peak hours with no drop-off in processing performance
- Ensured high availability by adopting a clustered framework that spreads the processing workload across two database servers, so if one server fails, the workload is instantly transferred to the second server
- Enabled new financial offers to be rolled out within three days, compared to an average of two weeks in the past
- Used Oracle Active Data Guard to protect against unplanned outages
- Gained ability to serve customers from a range of delivery channels, including ATMs, internet, phone, mail, and branches
- Gained consolidated view of branch operations, enabling senior managers to monitor performance and assess transaction loads at individual offices
- Fulfilled compliance obligations by generating regulatory reports that met the requirements of India’s central bank