

The IT Backbone: How We Built a Scalable XaaS-Driven Infrastructure

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Project Overview

Project Summary: *Overhauling Ipoteka Bank's outdated IT infrastructure into a scalable, resilient backbone. Focused on business continuity, scalability, and optimizing operational efficiency.*

Purpose: *To modernize, secure, and prepare the bank for future growth by implementing a dual-datacenter architecture and XaaS capabilities*

Servers & Devices

Symbol	Cost	Description
📧		GroupWise Email Server
📺	1	MediaCast Streaming Server
📁	2	Novell eDirectory File Servers
🔥	1	Cisco PIX Firewall
🖨️	1	Print & Backup Server
🛡️	1	Barracuda Spam Appliance
📱	1	BlackBerry Enterprise Server



Objectives



1

Establish geographically separated datacenters for disaster recovery and business continuity.

2

Build a scalable IT infrastructure with flexible XaaS technology.

3

Enhance employee collaboration and customer experience.

4

Support rapid deployment of future IT services.



POSITIVE CUSTOMER
EXPERIENCE

Project Importance for the Company

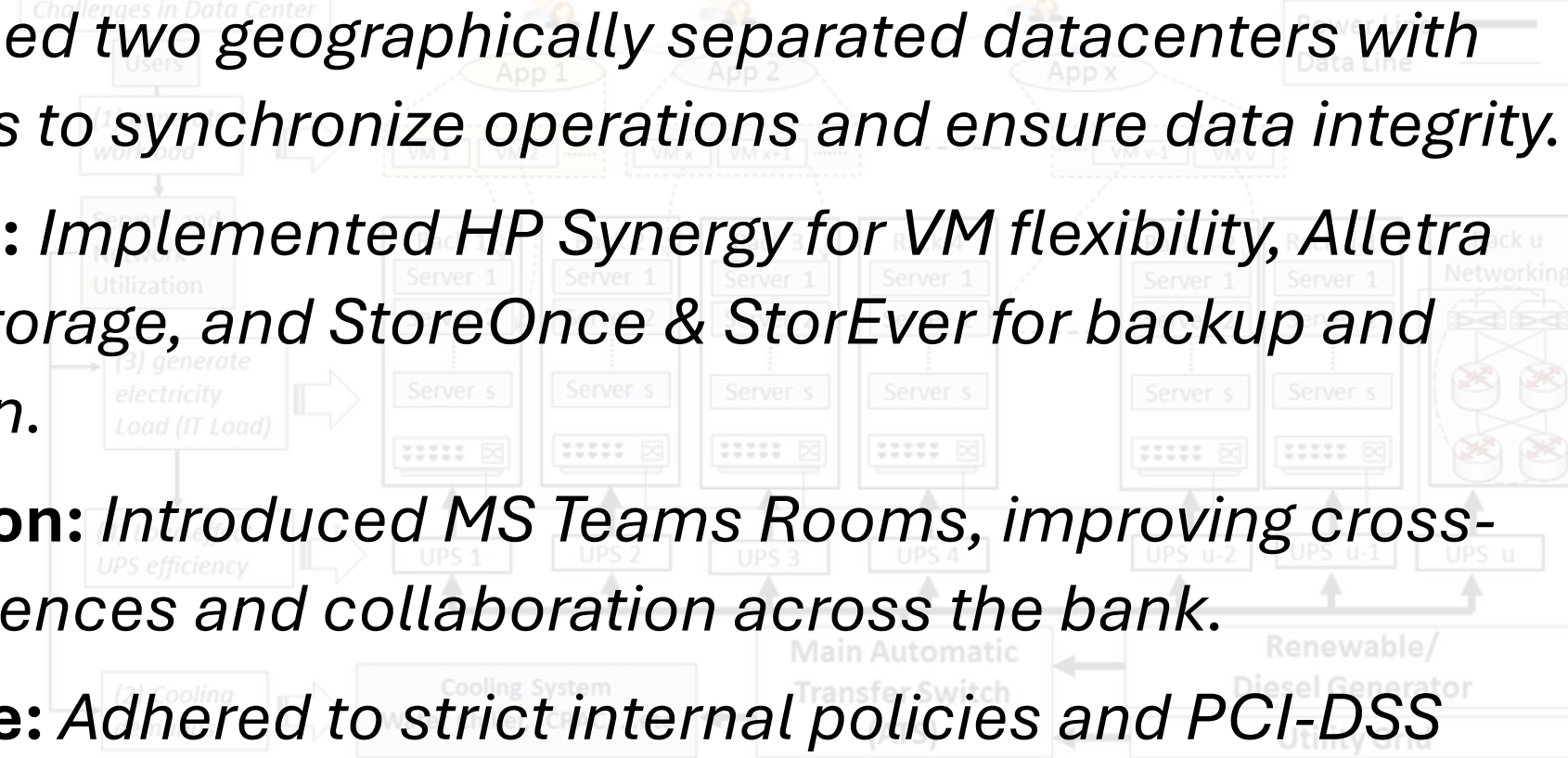
- **Strategic Value:**

- The infrastructure overhaul is crucial to sustaining core banking operations and providing reliable customer service.
- Supports Ipoteka Bank's mission of growth and innovation by creating an adaptable IT foundation.

- **Employee Experience Impact:** Enables seamless collaboration through Microsoft Teams and provides advanced, stable tools for efficiency.



Scope and Key Components

- **Datacenters:** *Established two geographically separated datacenters with VMware stretch clusters to synchronize operations and ensure data integrity.*
 - **Flexible Infrastructure:** *Implemented HP Synergy for VM flexibility, Alletra for high-performance storage, and StoreOnce & StorEver for backup and long-term data retention.*
 - **Enhanced Collaboration:** *Introduced MS Teams Rooms, improving cross-location meeting experiences and collaboration across the bank.*
 - **Security & Compliance:** *Adhered to strict internal policies and PCI-DSS guidelines to ensure data security and regulatory compliance.*
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Complexity and Challenges

- **Technical Complexity:**

- Multi-layered setup with technologies including VMware, HP Synergy, and XaaS.
- Managing dependencies and compatibility across multiple systems and third-party services.

- **Implementation Challenges:**

- Coordinating with the Omnichannel Directorate on system dependencies.
- Providing secure access for external developers from Cinemax while maintaining data integrity.

- **Solution Design:** *Developed a protected DEV environment and VPN access for external collaborators, enhancing security without compromising functionality*

Innovation and Optimization

- **XaaS for Flexibility:** *Allowed dynamic allocation of resources based on real-time needs, enabling cost-efficient scalability.*
- **Efficient VM Configuration:** *VMware stretch clusters and HP Synergy allow on-demand VM creation, reducing operational costs and setup time.*
- **Proactive Collaboration:** *Worked closely with Omnichannel to address system issues, focusing on root causes and sustainable solutions.*

Project Outcomes

- **Key Metrics Improved:**

- **Uptime:** *Enhanced reliability with dual-datacenter setup.*
- **Scalability:** *VM flexibility allows rapid response to changing demands.*
- **Employee Efficiency:** *Centralized storage and Teams integration boost productivity and data integrity.*

- **Business Impact:**

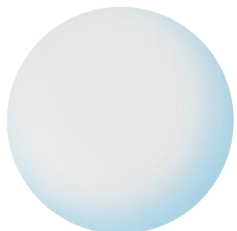
- Reduced downtime risk and enhanced disaster recovery capability.
- Elevated customer service standards through more reliable IT infrastructure.

- **Future-Ready:** *Supports future advancements like AI adoption and rapid deployment of new customer-facing services.*



Conclusion and Future Vision

- **Summary of Success:** *This project established a resilient, scalable IT foundation that supports current operations and future growth.*
- **Future Plans:** *Extending infrastructure for advanced banking services, continuous optimization, and preparation for emerging technologies.*



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Thank you