KBC, Win10, and 1E's Windows Servicing Suite:

When 21st Century Banking meets 21st Century IT

Table of Contents

The Challenge

IT is at the heart of every modern financial organization and that's certainly true of leading banking and insurance provider, KBC Bank.

With over 1,500 branches across Belgium, the Czech Republic, Slovakia, Hungary, Bulgaria and Ireland, KBC manages a broad and disparate IT estate. Effective management is not only necessary but mandatory with such a mixed collection of endpoints.

It's no wonder that it's a priority for KBC to keep endpoints up to date and secure. Besides being good business practice, it's also a requirement for a heavily regulated industry such as financial services.

Windows 10 is thus a firm priority. Getting there quickly and without disruption is a must, as is being able to subsequently manage the release cycle. In addition, KBC wants to ensure they reach a fully secure Windows 10, with all the latest security features properly enabled.

1,500
Branches

12
Markets

A Complex Environment

With sites dispersed over the globe – over 830 in Belgium alone, along with those appearing in expansion markets such as Ireland and China – KBC was having difficulty keeping endpoints up to date.

An additional challenge was connectivity. Network links to China, for example, are very limited. Only 5Mb connections are available and updates, especially large operating systems images such as Windows 10, can easily be many gigabytes in size. Not only does that transfer take too long, but it can impact critical business traffic across the WAN.

Maintaining distribution point (DP) servers across the estate was a concern for KBC. With one DP amongst other servers such as Management Points in every branch, licensing costs was an issue. Additionally, servers needed to be available and up to date which cost the business time and effort.

KBC had been using several other solutions prior to Configuration Manager, but frequently found that patches were out of sync at remote sites and patch distribution was taking too long. A better solution was needed to enter the Windows 10 era.

"Endpoints vary between countries: some are running 32-bit or 64- bit Windows 7, others Windows 8.1. This makes a Windows 10 upgrade very challenging"

Jacques Vanheer
ICT Architect Workplace Backend Infrastructure

Enter WSS

KBC used 1E's Windows Servicing Suite (WSS) to address their patch compliance and software distribution challenges.

"By building on our Configuration Manager installation, we were able to replace our previous systems and remove all our DP servers (including 830 in Belgium and 300 in the Czech Republic)," explains Jan Srb (System Engineer). That quickly reduced their server licensing and maintenance costs. They've also seen a significant drop in complaints from their network management team, as Nomad manages network traffic to use the maximum available bandwidth without impacting business traffic across the WAN.

Looking forward, as expansion continues, KBC IT are recommending wider use of the Windows Servicing Suite. Jan, "We have WSS built into our boot images, and all the applications are downloaded using this technology."
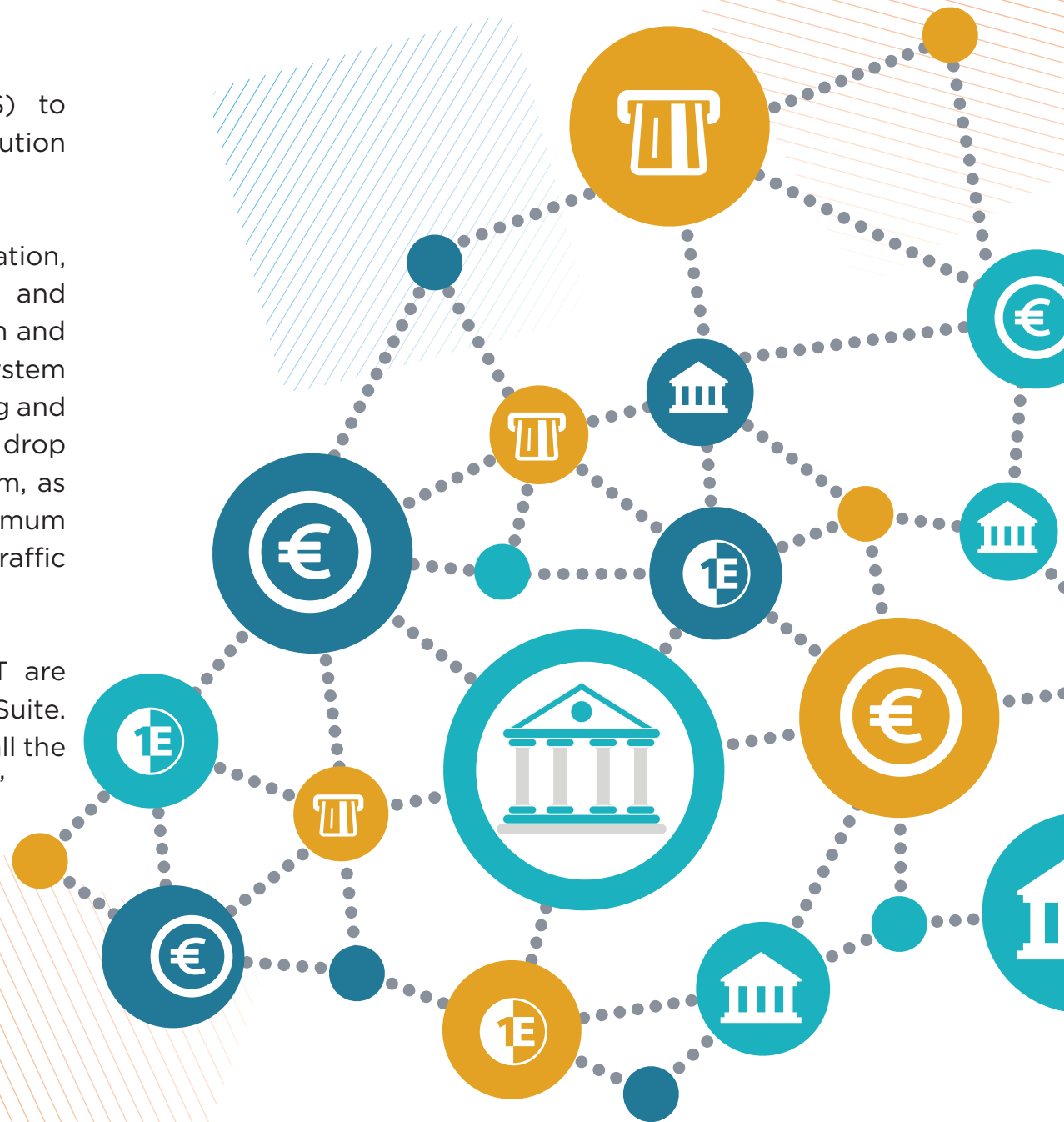
BIOS-to-UEFI

Another reason KBC made the decision to engage the Windows Servicing Suite as its ability to automate the transition from BIOS-to-UEFI. Previously, they would re-stage a machine using a combination of tools: a complex and unreliable process at best.

WSS turned this process on its head by allowing KBC to fully automate the process. It was an unexpected result that changed their IT infrastructure, for the better, indefinitely.

"Since we are a financial institution, we try to make everything as safe as possible. It was a great to see that 1E's BIOS-to-UEFI tool was so efficient."

Jan Srb
System Engineer

About KBC Bank

KBC Bank is a leading banking and insurance provider based in Belgium but active across central Europe. With over 11 million clients and 1,500 branches, KBC currently has around 42,000 employees. www.kbc.com.

ABOUT 1E

1E is re-defining endpoint management. We believe that you win or lose at the endpoint: there is no room for compromise. Our solutions help keep every endpoint secure and current with the latest software and applications. That's every device in every location, fully automated, and in real-time. We also deliver instant endpoint detection and remediation at massive scale, minimizing risk for your business and impact on your network. Over 1,700 customers around the world, including Dell, ING, Nestlé, BNP Paribas and Ford Motor Company, rely on 1E to gain unprecedented insight and control over their IT estates.

Learn more at **www.1E.com** or follow **@1E_Global**.

Contact Us

UK
CP House
97-107 Uxbridge Road
London W5 5TL, UK
Tel: +44 20 8326 3880

USA
5 Penn Plaza, 9th Floor,
New York
NY 10001, USA
Tel: +1 866 592 4214

Follow us on:

1E.COM