

Garanti Bank

Mobile Center underpins synthetic monitoring of vital apps

Overview

Part of Spanish banking group Banco Bilbao Vizcaya Argentaria (BBVA), Garanti Bank is the second largest privately-owned bank in Turkey. With over 1,000 branches and 4,825 ATMs, it has 20,000 employees worldwide and assets of US\$88.8 billion.

Garanti is an integrated financial services group operating in every segment of the banking sector, including corporate, commercial, SME, payment systems, retail, private and investment banking, together with its subsidiaries in pension and life insurance, leasing, factoring, brokerage and asset management, besides international subsidiaries in the Netherlands and Romania.

“Installation is very easy and it only takes five minutes to connect devices. The Graphical User Interface of Mobile Center makes management easy, and we are now able to conduct synthetic monitoring but with real devices, real networks, real applications and real iOS.”

CAĞDAŞ BAŞARAN

Head of service performance management and reporting
Garanti Bank

Challenge

The bank is experiencing a boom in the number of customers turning to online and mobile services. In December 2016 over 2.2 million customers were using its Cep Şubesi mobile banking application, an increase of 57% on 2015 figures.

Also, in 2016 nearly 2.9 million people used its Cep Şubesi in conjunction with other internet banking services, an increase of 47% on 2015.

“With these growing figures, it is increasingly important that we monitor the performance of our mobile applications,” says head of the bank’s service performance management and reporting, Çağdaş Başaran.

Monitoring is done by Garanti Technology, a subsidiary of the bank whose 1,530 employees design, develop, test, deploy and operate the bank’s end-to-end IT solutions.

“We are responsible for the synthetic monitoring of five main applications and focus on login, performance and availability,” explains Başaran. “If a customer has a login problem or any kind of performance problems, we trigger alerts and open tickets on each application, then send notifications to the responsible group who check the application.



At a Glance

■ Industry

Banking

■ Location

Beşiktaş, İstanbul, Turkey

■ Challenge

Proactively monitor the performance of mobile applications to deliver better customer service.

■ Solution

Mobile Center, Business Process Monitor, Application Performance Management, Operations Bridge, Operations Manager i, Real User Monitoring, Unified Functional Testing, LoadRunner, SiteScope

■ Results

- + Monitors multiple mobile device types and applications.
- + Pinpoints and resolves problems more quickly.
- + Improves customer service to increase competitiveness.

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“We also proactively measure application availability and performance. Because problems can be affected by connection times, we also monitor operators.”

However, Garanti Technology had the problem that it did not have alerts for client-side synthetic monitoring. It could only monitor mobile app url logins synthetically if the url login was accessible from the web. The focus needed to be on real device and synthetic monitoring.

Solution

To solve these problems, Garanti Technology, which had been a long-time user of Business Process Monitor (BPM), integrated it with Mobile Center. It also uses a comprehensive suite of additional HPE software (now part of Micro Focus®) monitoring and management products.

Integrating Mobile Center with BPM allows the bank to record mobile scripts on real mobile devices. Real device monitoring displays the availability and performance of mobile applications installed on devices in multiple locations. Applications can be recorded on real mobile devices connected to Mobile Center, and the recording can then be played from BPM and measurements reported.

Garanti Technology has 3G, 4G and WiFi connections and also uses the transaction monitor, Application Performance Management, integrated with Operations Bridge (OpsBridge) and Operations Manager i (OMi). OpsBridge connects application monitoring with infrastructure monitoring to deliver a single pane of glass view, and OMi dynamically discovers and correlates event data and topology data. Other software used by the bank includes LoadRunner, Real User Monitoring, Unified Functional Testing (UFT) and SiteScope.

Mobile Center, along with BPM and UFT, monitors up to 20 of the bank's most critical business applications including the mobile banking solution Cep Şubesi, Garanti Pension, its Bonus Flaş credit card app and the STEP branch banking app used by 5,000 employees.

Results

Garanti is now able to obtain proactive measurements of the user experience for all types of mobile application covering iOS, Android and Windows® mobile devices. This enables it to proactively measure and guarantee mobile app performance by pinpointing and resolving problems more quickly. Application problems can be isolated by location, application, transaction and other factors.

GSM operators can also be monitored; this was particularly vital recently when there was a one-week cyber attack on banks in Turkey. During the attack, the operation of Cep Şubesi was monitored with all GSM operators in Turkey, showing the performance and availability of each one.

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