



## Svenska Handelsbanken invests in IT infrastructure with the help of IBS

*Svenska Handelsbanken (SHB) has a long and successful history in the Swedish banking market. For more than 10 years IBS's infrastructure solution has helped optimise the bank's business and workflows. With offices in many countries and more stringent demands from customers, the need for secure systems management increases. That is why the company is now performing a major upgrade which will see SHB migrate from a software-based to a hardware-based security solution.*

Stockholms Handelsbank opened its first office on 1 July 1871. Following a series of expansions, the bank changed its name to Svenska Handelsbanken (SHB) in 1919. Handelsbanken is a universal bank delivering services across the entire banking field. The company enjoys a strong position on the Swedish market and a broad presence in the Nordic region and the UK. SHB aims to always offer a higher return than the market average through more satisfied customers and lower costs than its competitors.

"In order to be able to continue to be cost-effective, and to be the most profitable bank in the future, we need to meet more stringent customer demands and keep up-to-date with IT developments," says Loa Walheim, head of technology and IT development at Svenska Handelsbanken. "That is why it is more important than ever to have a secure infrastructure and system solution. A year ago we therefore decided to review how our existing solution could be developed, including with the help of IBS."

SHB has been a customer of IBS for more than 10 years and has used several versions of IBM System i (i5, iSeries, AS/400). Both the number of applications and the volumes in the applications have grown significantly over the years. In Sweden it is primarily the vol-

umes in the applications that are increasing, while SHB's international arm is displaying growth both in the number of applications and in the volumes per application. In recent years SHB has used a security solution based on software known as "Disaster Recovery" (DR), where a production machine mirrors a back-up to another machine.

"SHB has managed well with its software solution," says Peter Källström, responsible for the introduction of the new infrastructure from IBS. "However, demands are becoming more and more stringent, and to be able to meet them what is known as a "High Availability" solution is being introduced. This solution is based on hardware rather than software, and SHB has access to the systems at all times. This improves security and the ability to maintain an overview. The solution applies to Sweden, but several other countries will also be hosted on the machines.

"Our growth and a planned consolidation in order to establish ourselves on the Finnish and Asian markets means that we have outgrown our old machines," explains Walheim. "Now that we are upgrading we are also taking the opportunity to standardise, clear up and raise the quality level of all applications. The investment in new machines gives us room to grow and will also significantly raise the DR level."

### COMPANY PROFILE

**Company name:** Svenska Handelsbanken (SHB)

**Regions:** The Nordic region, UK, Europe, Asia

**Business:** Banking/Finance

**Products:** Universal banking solutions

**Customers:** Private and corporate customers

**Number of employees:** 10,603 (average Q2 2007)

**Balance sheet total:** SEK 1,963 billion (30 September 2007)

**Website:** [www.handelsbanken.se](http://www.handelsbanken.se)





“

*“In order to be able to continue to be cost-effective, and to be the most profitable bank in the future, we need to meet more stringent customer demands and keep up-to-date with IT developments. That is why we enlisted the help of among others IBS to look at how our existing solution could be developed.”*

**Loa Walheim, head of technology and IT development at Svenska Handelsbanken**

The project is being managed by SHB's technical department and has not been commissioned by the organisation. Although unusual this is also quite natural since there is a very clear focus on IT in the project. It is a large-scale investment and a collaboration project between IBS, IBM and SHB. Internally SHB dedicates a large number of man-hours to the project which in practice will see the company change its entire infrastructure and security structure. “We have purchased new machines that we will be placing alongside the old ones, and over the course of just over two years

we will be transferring the applications one by one to the new environment,” explains Walheim. “We will incur double costs in the transition period, but we are not just changing security solution, but also buying more capacity. We therefore expect that it will be easy to adapt our future performance by making minor adjustments such as purchasing more memory capacity,” he concludes.

#### **CHALLENGES**

- More stringent customer demands
- Demands for cost-effectiveness
- Stringent demands for secure infrastructure

#### **SOLUTIONS**

- A High Availability solution based on hardware instead of software
- A collaboration project between IBS, IBM and SHB

#### **BUSINESS BENEFITS**

- The solution gives SHB room to grow
- Improved security
- Easy to adapt future demands for performance