

Case study

# Sumitomo Mitsui Banking Corporation Establishes Secure Performance with AppSense Software



**“We could not operate without AppSense running on our systems. Simply put, AppSense makes Citrix projects more successful by combining the enhancements of efficiency with security.”**

Adam Mengham  
European Distributed Systems Manager



### Challenges

- To reduce the effect of resource hungry applications, locking down unauthorized code and enabling straightforward auditing and reporting

### Solution

- AppSense Performance Manager
- AppSense Application Manager
- 1,600 users, 48 servers

### Benefits

- Increased system performance
- Stop unauthorized applications
- Increased system stability

### Background

Sumitomo Mitsui Banking Corporation (SMBC) was formed in 1876 and in 2002 became a wholly-owned subsidiary of the Sumitomo Mitsui Financial Group (SMFG). It employs over 21,000 people in 479 branches and regional headquarters around the world.

IT plays a vital role throughout SMBC, providing line of business financial services applications and common productivity tools such as email and internet access. Core banking systems are known internally as Global Integrated Systems (GIS) - a best of breed application architecture delivered to over 1600 employees in nine branch and headquarter offices around Europe and North America. GIS applications run on a mixture of Windows, Linux and UNIX backend systems and a variety of hardware located in a single datacenter in New Jersey.

### Server-based woes

The majority of users access the GIS suite through Access Point, a thin client, Citrix infrastructure. Adam Mengham, European distributed systems manager, immediately knew from past experience that this approach could create problems;

“Having implemented trading systems applications with server-based access in the past, we knew that they could suffer heavily from performance and stability issues. Within financial services applications availability, performance and stability are imperative. Downtime can, quite literally, mean lost money. These, complex programs tend to demand substantial IT resources and this can often have an adverse effect on other Terminal Services users. We needed a software solution that would help optimize our available infrastructure and, where necessary, limit resource requests from known hot spots.”

### Complacency vs compliance

With an end goal of providing all applications through a Web portal, Mengham was also acutely aware of the potential security risks associated with a server based computing environment. Poorly managed security policies could result in extended network downtime or even expose the bank to malicious code. Resulting losses not only contravene tight industry compliance regulations but can also adversely affect brand reputation within the market.

Lastly, Mengham had to find a solution that would let him quickly and easily run auditing reports in line with regular SMBC requirements to demonstrate due diligence and proactive levels of system control.

### Improved performance with security

SMBC first assessed AppSense software as part of a direct response to the performance issues typically experienced within a thin-client environment. Mengham considered AppSense Performance Manager alongside similar solutions from other industry leaders. However, he knew there would be additional benefits if they could block unauthorized applications at the same time.

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**“As a sector, financial services applications tend to demand substantial IT resources and this can quite easily be at the detriment of other users on the network. We needed a software solution that would help optimize our available infrastructure and, where necessary, limit resource requests from known hot spots.”**

Adam Mengham,  
European Distributed Systems Manager,  
SMBC Europe

Mengham explained: “We decided that we really needed two solutions - a performance focused product to make sure every user could work unaffected by each other’s resource needs, combined with a security system to make sure that no software, other than the applications we had authorised, could execute within the server based computing environment. We could no longer have users downloading and executing applications from the internet, whether knowingly or innocuously introduced. Performance without security would have been a half-way house and would not have met our organizational needs.”

#### Why AppSense?

During the testing and validation phase, SMBC was able to run both AppSense Performance Manager and AppSense Application Manager in a “silent” mode. This meant that Mengham’s team could test design configurations and security policies ensuring that no conflicts would arise, whilst allowing for a total integration of systems.

SMBC was soon convinced of the benefits that AppSense Performance Manager and AppSense Application Manager could provide, including:

- Reduced IT support costs
- Improved server utilization
- Minimize irregular downtime
- Thread level control over code

Mengham was also pleased with the ability of AppSense’s software to communicate with the rest of his systems.

“We use Microsoft technology within our operations and AppSense integrates seamlessly with it. There are also a number of great reporting capabilities which I know I can dip into whenever we need to satisfy auditors or simply on an ad-hoc basis. Details such as important security and performance events are recorded and will even update me via email when needed.”

#### A secure future

By using AppSense performance and application entitlement solutions, Mengham’s team are able to deliver mission critical applications over distributed geographical regions with full confidence that application level threats and performance glitches will not hinder operational goals.

Mengham concluded, “Having originally considered AppSense as just a performance solution, we have found what I consider to be a true business enabler. We could not operate without AppSense running on our systems. Simply put, AppSense makes Citrix projects more successful by combining the enhancements of efficiency with security.”

#### Technical overview

Applications Deployed:

- Swift Alliance
- Profile for Windows
- Loan IQ
- Lotus Notes
- Internet Explorer

#### Network environment

- 48 HP ProLiant Servers
- Windows Server 2003
- Citrix Access Suite

#### About AppSense

We are the leading provider of user virtualization technology to enterprise organizations. User virtualization is a way of managing user-specific information independent of the desktop, and applying this information into any desktop (local install, virtualized, published, streamed etc) on-demand. This enables IT to standardize the desktop build, automate desktop and application delivery, and migrate users to new desktops – all while ensuring the user experience is seamless, personal, predictable and easily manageable.