

Nagoya Bank - Express5800/100 Series

- *Shift the integrated database used by all employees to 64-bit*
- *Implement the system infrastructure to meet all customers needs*

Nagoya Bank aims to be the best bank for small-to-medium-sized businesses in Aichi prefecture with a philosophy of working for the prosperity of the community. The company has an integrated database system which is used for several office systems such as Customer Relationship Management (CRM) and Sales Force Automation (SFA). NEC Express5800/1140 Rd-4 servers, which can include up to four Xeon processors, were selected as the server platform for the systems supporting all the customer's needs because the platform uses Intel's 64-bit EM64T technology and Microsoft Windows 64-bit software products.

System Overview

Rebuilding the integrated database for enhancing customer relationships

"How can we restore small-to-medium-sized businesses, revitalize local communities and dispose of nonperforming loans?" These are common challenges for all local financial institutes. Nagoya Bank is working on these challenges with the philosophy, "Work for the prosperity of the community."

Nagoya Bank initiated the business plan called "Change & Speed 21 – Innovation and Sharing" in 2003. The company has been updating its business plan to improve from "just a financial broker" to "a problem-solving financial broker," and it has been putting its effort into retail work as well as deposit functions and lending practices. The most important point is to deepen the bank's relationships with its customers. Critical to these efforts are the various office systems, such as CRM and SFA, and the integrated database that supports all those strategies.



Nobukatsu Yamamoto

"We had previously run various office systems and made an integrated database for sharing customer information. However, not all the employees were able to use the database due to restrictions of system performance and number of licenses. In order to enhance the retail division, we believed that there should be a comprehensive system which would centralize all contacts with the customers, such as telephone banking, telemarketing, ATM, internet, and tellers, and it should be usable by all 2,000 employees," said Mr. Yamamoto who is a manager of Nagoya Bank's office system department. The company had requested proposals from several vendors for such a system. The result: Nagoya Bank decided to replace the existing integrated database with a combination of NEC Express5800/100 series servers, with EM64T Xeon processors, Windows 2003 Server Enterprise x64 Edition, and SQL Server 2005. The plan was to rebuild the

2TB database and launch the services on the release of the new SQL Server product.

Purposes of Introduction

Three reasons for choosing Windows Server for 64-bit

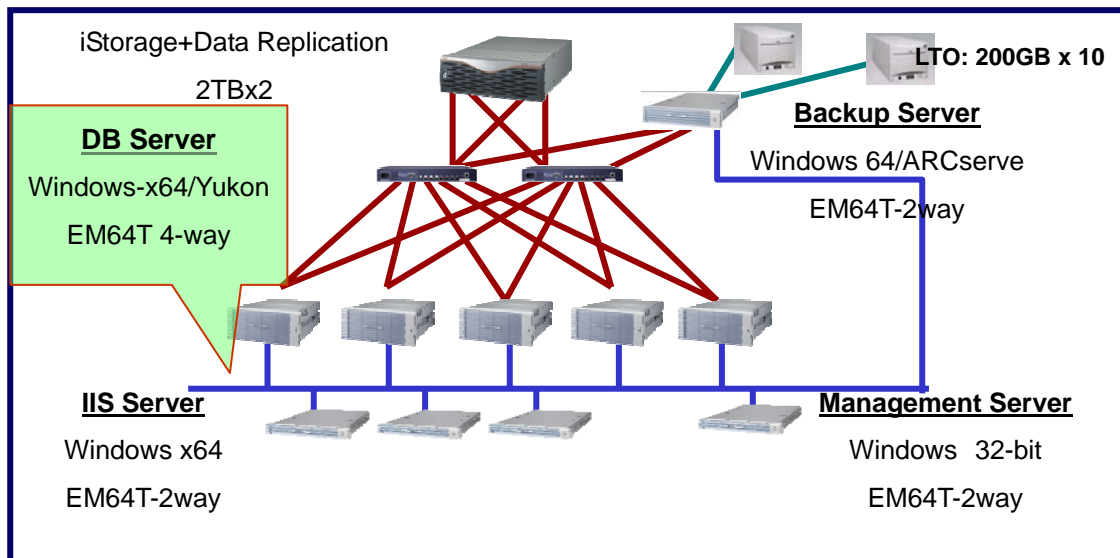
Mr. Yamamoto said that there were three reasons for choosing Windows Server for 64-bit. First, he had big expectations for the performance of the 64-bit environment. He said, "Since the number of the users will get much larger, we placed a high priority on system performance. If the speed of the database is slow, the users cannot access it, and as a result the database won't be used at all."

Secondly, "We wanted a development environment and applications that could use the very large customer database." Previously, if there was a memory restriction, the efficiency of application functions or development might go down. The 32-bit applications were limited in access to 2GB of user area memory. With the 64-bit version of Windows Server 2003, the 64-bit applications can access up to a vast 8TB memory space. Practically, there is no memory limitation, thus the effective development can be expected.

The third point is reduction in Total Cost of Ownership (TCO). "Our entire information system, except the integrated database, had used a Windows-based environment. We thought that it might reduce the operational cost to unify the system with Windows platform system."

New CRM System Overview

Five NEC Express5800/140Rd-4 servers host the database and connect to iStorage S1400. Even if one of them shuts down, any of the other servers can take over within a few hours.



Effects of Introduction

High Quality Products and Reliable Support Provided by Domestic Manufacturer

The evaluation with Windows Server 2003 x64 Edition was required because of the three points above. NEC was the only vendor able to provide the evaluation machines. In addition, Express5800/140Rd-4 servers were able to meet some additional requirements discovered during the evaluation.

"In order to utilize the performance of the 64-bit server, which was key to the system, it needed to meet advanced requirements. In regard to the matter, Nagoya Bank instantly realized its functionality, redundancy, and cost performance when we looked at the specifications for an Expree5800/140Rd-4 servers. The high quality on-board RAID and 4-way Xeon Processor scalability contributed to this. Furthermore, we appreciate NEC's support system. Since NEC manufactures the servers at domestic factories, it was very easy to get the evaluation machines and support for them. Also, Nagoya Bank was assured of reliable support and necessary parts when issues arose," said Mr. Yamamoto.

The Express5800/140Rd-4 servers contain modules, such as memory, HDD, power, and fan, so that those parts are exchangeable while the server is running. This mechanism cannot work without stable and long-term parts availability. "The most important factor to achieve the best performance is to select the support system as well as the products very carefully," said Mr. Yamamoto.

Since Nagoya Bank itself is going to maintain the server, high maintainability and availability, such as changing memory modules, HDD, and the motherboard, and immediate problem detection by LED, were also key factors.

In the future, the application server and the web server will be sequentially shifted to 64-bit, and "We will provide the best service meeting the customers' needs as well as increase business efficiency and strengthen competitiveness", said Mr. Yamamoto.

It is true there may be a risk in adopting the newest servers and operating system. However, "In the light of the system life cycle, the newest products can be running longer, can be more economical, and can be leveraged for business deployment ahead of other businesses." Not only its strategies and systems but also the attitude of Nagoya Bank is the foundation of the competitiveness

Nagoya Bank Profile

Company Name:	Nagoya Bank
Established:	1949
Employees:	2,032
Branches:	Domestic – 208 Overseas – 2
Total Assets:	23.35 million USD (as of September 30 th , 2005)
Leverage:	10% (consolidated)
Policy:	"Serve the community," "increase profitability," and "provide services meeting customers' needs" are the business policies to be the best bank for small-to-medium-sized businesses. The company succeeded to reduce cost and dispose nonperforming loan, and is taking aggressive actions of corporate revitalization and lending strategies.

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