

Bank of China Suzhou branch goes “smart” with CommScope



Customer

Bank of China Suzhou

Country

China

Challenges

Bank of China Suzhou seeks to continuously improve the service it brings to customers, and technology plays a major part in that approach. It needed to include its building and data center as well as its network in this continuous improvement. Their challenge was three-fold: building, network and data center.

CommScope solution

Bank of China selected CommScope's intelligent, preterminated cabling solutions to support its operations for the next decade and beyond.



Bank of China Suzhou's building modernization project means the bank can look forward to a next-generation intelligent building solution with world-class quality cabling plus control, security and monitoring systems.

The Bank of China (BoC) is the oldest bank in mainland China and, as of 2009, was the fifth-largest bank in the world by market capitalization value. It serves customers throughout the Chinese mainland plus Hong Kong, Macau, Taiwan and 37 other countries with a broad range of financial services. Its core competency is in commercial banking services, covering corporate, personal and financial markets.

The bank has a reputation for innovation and outstanding customer support and today operates as a competitive, modern enterprise, working to provide customers with the very latest banking services and solutions. By the end of 2013, domestic and overseas branches of Bank of China totalled 11,483, with a total staff of 305,675.

How to take an innovative approach to local banking

BoC Suzhou seeks to continuously improve the service it brings to customers, and technology plays a major part in that approach. To achieve this, BoC Suzhou recognized it needed to include its building and data center as well as its network in this continuous improvement. Today's banking institutions realize intelligent solutions are vital to helping them compete and deliver outstanding service—so BoC Suzhou's challenge was three-fold: building, network and data center.



Next-generation customers need intelligent solutions

Smart banking is the future of the financial industry. Powered by mobile device penetration, a more demanding, expectant customer base and the growth of high-speed mobile broadband, financial services institutions now need to approach business differently.

China and mobile banking—the need is now

China today is home to more than 700 million smartphones being used and this is powering its mobile banking industry.

- 20 percent of the world's mobile banking population lives there
- In Q4 2013 China's mobile banking industry generated 4.8 trillion Yuan
- China is forecast to exceed non-cash payments in both the USA and the Eurozone by 2019
- Bank of China has 52 million mobile banking customers, growing at around 25 percent per year

The mobile banking trend is set to continue

Mobile deposit features will grow for small and medium-sized businesses, meaning

- Opportunity exists for banks to market to mobile-only users
- Mobile banking adoption could fast catch up to smartphone adoption
- Mobile payments will go mainstream in Asia Pacific—and in China

Changing customers, transforming operation

So the need is clear: the evolution of the consumer to a mobile end user means the bank must take a technology-first approach to customer service and banking systems.

The building, the data center, the whole operation

BoC Suzhou committed to upgrading its infrastructure to meet this challenge—and chose to work with CommScope.

BoC selected CommScope's intelligent, preterminated cabling solutions to support its operations for the next decade and beyond. SYSTIMAX® solutions chosen included InstaPATCH® 360 preterminated fiber cabling and GigaSPEED® LSZH copper cabling—all managed by the imVision® intelligent infrastructure solution.

Updating and upgrading the office network

This migration to next-generation IP infrastructure takes BoC Suzhou into the "intelligent building" world, where network security is improved, efficiency is enhanced and the network is flexible and adaptable to future changes to business operations. The benefits of imVision include:

- Manages all copper and fiber cabling and gives unprecedented visualization, monitoring, documenting, automation and reporting
- Enables BoC Suzhou to improve workflow processes and simplify audits and compliance reporting
- Makes staff more productive
- Gives real-time fault-finding and problem resolution
- Helps bring increased operational efficiency and reduced maintenance costs

In the data center

In the BoC Suzhou data center, CommScope specified the InstaPATCH 360 solution, enabling support for future upgrades to 40G/100G Ethernet and 16/32G fiber channel. CommScope high-density fiber shelves and trunk cables provide higher capacity and greater return on investment through scalability. SYSTIMAX LSZH (copper cable) and OFNR-LS (optic cable) are in place to provide fire safety.

State-of-the-art, future-ready building and infrastructure

BoC Suzhou's building modernization project means the bank can look forward to a next-generation intelligent building solution with world-class quality cabling plus control, security and monitoring systems. The solution is fully scalable to grow with BoC Suzhou's future operations and meets all relevant regulatory requirements—both international and domestic.

Everyone communicates. It's the essence of the human experience. *How* we communicate is evolving. Technology is reshaping the way we live, learn and thrive. The epicenter of this transformation is the network—our passion. Our experts are rethinking the purpose, role and usage of networks to help our customers increase bandwidth, expand capacity, enhance efficiency, speed deployment and simplify migration. From remote cell sites to massive sports arenas, from busy airports to state-of-the-art data centers—we provide the essential expertise and vital infrastructure your business needs to succeed. The world's most advanced networks rely on CommScope connectivity.

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