

Arab National Bank



Enhanced network monitoring, improved visibility, and seamless troubleshooting during a major core banking system migration

The Arab National Bank (anb) is one of the largest banks in the Middle East. Headquartered in Riyadh, Saudi Arabia, they have regional offices in Jeddah, Khobar and a network of branches throughout the Kingdom, as well as an international branch in London. Arab National Bank is listed on the Saudi Stock Exchange and has over 4,000 employees.

Arab National Bank uses key solutions from Riverbed’s AI-powered Platform, and started with Riverbed Network Observability solutions, NetProfiler and AppResponse. This enabled them to gain complete network observability. They also use Riverbed Portal for centralized management of network data and insights. Following a major upgrade of its core banking system (CBS), the bank now also uses Riverbed’s infrastructure observability solution, NetIM, to monitor and troubleshoot its IT infrastructure.

In Brief

Challenges

- Requirement for an observability tool with troubleshooting capabilities
- Advanced monitoring to ensure network reliability
- Holistic view of the network
- Maintaining customer service whilst upgrading core banking system

Solution

- Network Observability
 - Riverbed AppResponse
 - Riverbed NetProfiler
- Infrastructure Observability
 - Riverbed NetIM
- AIOps
 - Riverbed Portal

Benefits

- Ability to pinpoint and troubleshoot network issues
- Proactive monitoring of IT infrastructure leading to seamless customer experiences
- Improved backend visibility during platform upgrade
- Smooth migration aligning with business objectives

Challenge: Monitoring IT infrastructure and supporting critical applications

The Arab National Bank is committed to meeting the high expectations of its customers through “brilliant digital interfaces” and is proactive in maintaining a reliable, excellent service. Due to the rapid growth of their digital and mobile banking customers, they needed to source a solution that would ensure optimal network performance.

The anb network was expanding and the performance monitoring tools they were using didn’t meet their requirements. Alaa ElJabari, Head of IT Telecoms in the Network Department at Arab National Bank, explains, “We needed more eyes on our network to identify issues to ensure services to customers were not disrupted. What we were really after was a holistic view.”

Arab National Bank needed a network management solution so they could be proactive rather than reactive on network related issues, to provide 100% availability for all their services. “Our challenges led us to Riverbed’s Network Observability

solutions, NetProfiler and AppResponse. These tools allowed our IT team to recognize where the issues were and notify the right team to fix them quickly,” says Alaa ElJabari.

More recently, Arab National Bank needed to upgrade its core banking system (CBS) to a new version of Infosys Finacle. To do this, they wanted an advanced product that could monitor the health of its entire IT infrastructure and support its critical applications.

This migration occurs every 10-15 years and before it took place, the bank became aware that it required more advanced monitoring to ensure the reliability of their network.

The bank researched several vendors looking for a product that could provide the necessary monitoring and troubleshooting capabilities, and they turned to Riverbed NetIM, an infrastructure observability solution.

Solution: Isolating and resolving network issues at speed

Arab National Bank selected Riverbed’s Network Observability solutions to monitor their multi-tier applications which support financial and online banking services. NetProfiler helped them to understand what was happening to their applications and provide them with proactive visibility, alongside AppResponse which delivered robust network and application analytics, streamlining issue diagnosis and resolution.

Riverbed monitors critical services across the network using Riverbed Portal, which provides a centralized and holistic view in user-friendly dashboards for accelerating troubleshooting and providing meaningful data for stakeholders throughout the bank.



Riverbed enables the IT team to control and optimize applications, data, and traffic across the entire hybrid network, keeping key resources focused on strategic projects.

Overseeing Critical Migration Project

Riverbed also managed a critical migration of the bank's core banking infrastructure.

"This banking system migration was a critical project and only takes place every decade. We had great engagement with Riverbed and their engineers helped us anticipate potential issues beforehand," says Alaa ElJabari. "With Riverbed,

we have a dashboard to monitor the performance and delivery of applications to users, channels, machines, and APIs. We were also able to share the dashboard with partners outside of the network."

Arab National Bank has a network feed and an agent feed with applications that are hosted on-premises and in the cloud. The bank's network would often provide misleading information, which made it challenging to pinpoint and troubleshoot issues.

As Riverbed NetIM provides infrastructure monitoring, it offers a holistic approach, providing insights the bank can rely on. If issues arise on the bank's server, they can be isolated and resolved seamlessly.

Benefits: A successful system upgrade with minimal disruption

As a result of using Riverbed solutions, Arab National Bank was able to align its business objectives and fully prepare for its critical system upgrade. NetIM provides the bank with complete backend visibility for its migration. Although the migration went smoothly, NetIM identified some minor issues afterwards that were communicated to the domain owners and quickly resolved. Riverbed's engineers worked quickly and were able to implement additional applications to the bank's dashboard, ensuring its service continued with minimal issues.

"Riverbed's professional services team worked closely with us to ensure we met our migration objectives. We benefitted from complete visibility of our back-end systems and we were able to see exactly what was happening and had full control of this activity."

Alaa ElJabari

Head of IT Telecoms in the Network Department at Arab National Bank



“With Riverbed, you’re not just buying a product – you’re buying an end-to-end service. It’s like buying a Ferrari complete with a driver.”

Alaa ElJabari
Head of IT Telecoms in the Network Department at Arab National Bank

“We now can’t imagine not using the Riverbed Platform and their solutions. Our team benefits from the comprehensive network and application visibility they provide. This enables us to proactively monitor our IT environment which means a seamless experience for our customers.”

“Troubleshooting used to be a time-consuming process but now we’re far more productive. I expect our partnership with Riverbed will grow further in the future, as we take them on our journey with us.”

Alaa ElJabari, Head of IT Telecoms in the Network Department at Arab National Bank



Riverbed – Empower the Experience

Riverbed, the leader in AI observability, helps organizations optimize their user’s experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed’s open and AI-powered observability platform and solutions optimize digital experiences and greatly improves IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the FORTUNE 100 – we are empowering next-generation digital experiences. Learn more at riverbed.com

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