



## CASE STUDY

# Banco Lafise

## Ensures Uninterrupted Service to Banking Customers

### Industry

Finance

### Challenge

Provide business continuity for Power Systems running IBM i in multiple locations, as well as meet customer demands for 24/7 data access

### Results

- Provided full protection against disasters for data centers at multiple, geographically distant locations
- Provided business continuity with minimal downtime for scheduled maintenance
- Delivered round-the-clock data access to customers, providing a better customer experience

### Products

- Rocket® iCluster

### Application

- Disaster Recovery

## Company

Banco Lafise, part of Grupo Lafise and Latin American Financial Services (LAFISE), is a financial institution created in 1985 to provide banking services to clients in Central America and the Caribbean. With headquarters in Miami, FL, Banco Lafise supports 160 branch offices in countries including Nicaragua, Honduras, Panama, Costa Rica, and the Dominican Republic. Its range of services includes commercial banking, corporate finance, capital markets, and foreign exchange.

## Challenge

The bank runs its business on Power Systems using IBM i software, and was dependent on its tape backup systems for disaster recovery operations. In the event of an unexpected incident, the financial institution required up to 48 hours to recover data and applications from its tape backup, which would have represented a substantial risk for the bank in potentially losing hundreds of millions of dollars in transactions. The Banco Lafise IT team recognized that it needed a solution to replicate the organization's Integrated Banking System (IBS) and its main banking software.

At the same time, Banco Lafise was experiencing increasing demands for 24/7 data access. To better serve its customers and partners, and to maintain a competitive position, the bank set out to develop a comprehensive high-availability and disaster recovery (HA/DR) plan. According to IT Infrastructure Manager, Diego Montes, "With our network of ATMs and all banking operations being dependent on our Power Systems running IBM i, it became imperative to have an HA/DR solution in place."

## Solution

After thoroughly examining a range of potential tools, the bank determined that Rocket iCluster software could not only meet, but exceed its requirements for an HA/DR solution. The Banco Lafise IT team deployed Rocket® iCluster in the financial institution's locations in Nicaragua, Costa Rica, and Honduras. Each



location maintained a complete high-availability installation with licenses for a production server and a backup server. With a total of nine Power Systems running IBM i, the bank replicated its data from each production server to a centralized location in Nicaragua on a daily basis to provide a consolidated backup of all production systems.

## Results

iCluster provided Banco Lafise with a cost-effective, reliable solution across the financial institution's entire multinational banking operations. After the iCluster implementation, the bank performed switchovers for scheduled maintenance and audit reference twice every year. Each switchover was seamless, with zero data loss. Montes stated, "We are 100 percent confident in iCluster. We use it, we test it. We are very confident in the recovery point objective (RPO) for data recovery and in the recovery time objective (RTO)." He added, "As Banco Lafise grows, we have an increased responsibility to our clients. We use iCluster to guarantee 24/7 operations to our customers."

Montes pointed to Rocket Software support as an important aspect of the solution's success. "We like iCluster, and we like the support we receive from Rocket Software," he said. "The Rocket Customer Portal is very valuable, and provides us with a positive experience. We can open cases and help ourselves to solution information. As a bank, we depend on support, therefore a highly engaged support team is critical for a backup and disaster recovery system. We are especially happy with the ability to interact directly with Rocket."

**“** *As Banco Lafise grows, we have an increased responsibility to our clients. We use iCluster to guarantee 24/7 operations to our customers.* **”**

**Diego Montes**  
IT Infrastructure Manager  
Banco Lafise

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