

# Raiffeisen Bank transforms data centre and desktop infrastructure

Telelink Business Services delivers seamless upgrade with storage, disaster recovery and VDI solutions provided by Dell Technologies.

Customer profile



**Raiffeisen  
BANK**

Information Technology | Bulgaria



“Disaster recovery and business continuity were both important for the bank. With the new arrangement, if one site goes offline, all applications and systems of the bank will continue to work seamlessly.”

**Kiril Dakov**

Senior Technology Team Lead, TBS

## Business needs

Based in Sofia, Telelink Business Services (TBS) is an international system integration company with more than 17 years' experience in providing end-to-end IT solutions. The first Dell Titanium Partner appointed in Bulgaria, TBS needed to find a technology solution for its client Raiffeisen Bank, which had outdated software and infrastructure.

## Business results

- Equally balanced twin data centres support effective disaster recovery
- VDI solution improves end-user experience and ability to work remotely
- Ageing infrastructure replaced successfully with no interruption to service
- International client device estate easier to manage and orchestrate

## Solutions at a glance

- [VPLEX VS6 2 engines](#)
- [XtremIO X2S disk arrays](#)
- [Broadcom Gen6 6630 SAN](#)
- [VMware ESXi, vCenter Server for Desktop, Horizon 7](#)
- [Microsoft Windows 10](#)

TBS has operations in eight countries and more than 150 employees. It provides managed services as well as IT security, data centre and workplace solutions. TBS has partnered with Dell Technologies since 2014. The range of solutions that Dell Technologies provides, such as data centre security and VDI solutions, makes it an ideal partner for TBS targeted industries, notably financial services, retail, telco and public sector.

Kiril Dakov, senior technology team lead at TBS, explains, “Dell Technologies disaster recovery capabilities are unique in some areas and help us to create customised solutions for our clients, who all have different requirements.”

## Upgrading outdated technology

One task for TBS was to help Raiffeisen Bank, which operates across 25 different countries, implement extensive software and hardware updates for outdated personal desktops and infrastructure.

The bank’s two datacentres had an unequal design and setup, making disaster recovery and failover difficult in the event of system failure. The bank also wanted to update its VDI environment, so that it could implement more innovative solutions and enable end-users to work remotely. Raiffeisen Bank asked TBS to suggest a cost-effective approach that would enable it to modernise its data centre and client infrastructure.

Working with the local Dell Technologies team, TBS developed a solution incorporating Dell EMC VPLEX VS6 engines and XtremIO X2S disk arrays, together with VMware ESXi, vCenter Server for Desktop and Horizon 7 software.

The bank was using a wide range of technologies in its data centres, making the transition to the new environment especially challenging. However, TBS achieved a smooth upgrade without any interruption to service for the bank’s clients.

## Tackling complex challenges in partnership

It’s now easier for the bank to manage and orchestrate client devices, whilst the VDI is more secure than the previous platform. The bank received extremely positive feedback from end users and a significant boost in computing performance via fast and responsive servers and storage.

Martina Ilieva, strategic product manager, TBS says that the platforms can grow with the bank, “The whole project was scalable by design, so they’re ready to scale whenever they need to.” With the bank’s twin data centres balanced in their capabilities, there are now safe and secure disaster recovery arrangements in place. If one data centre goes offline, the second can be made operational immediately.

Overall, the Raiffeisen Bank project is an excellent example of a complex and successful implementation delivered by TBS in partnership with the local Dell Technologies team.

“Working closely and extensively with the local Dell Technologies team we have managed to achieve the highest level of partner performance and tier recognition”, says Desislava Dimitrova, partnership manager, TBS.



“Dell Technologies disaster recovery capabilities are unique in some areas and help us to create customised solutions for our clients, who all have different requirements.”

**Kiril Dakov**

Senior Technology Team Lead, TBS



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# How to power financial services transformation



At the Bulgarian subsidiary of Raiffeisen Bank, older technology no longer enabled the innovation, productivity and security that are core to the bank's mission. In a collaboration with Dell partner Telelink Business Services, Raiffeisen Bank rebuilt its data centre on a modern infrastructure that can support lasting growth and sustained innovation.

## Meeting Telelink Business Services

Telelink Business Services (TBS) is one of the leading technology consultancies in Central and Eastern Europe.

- 1 **More than 20 years experience** in providing end-to-end IT solutions.
- 2 **9 countries** of operation.
- 3 **More than 250 employees.**
- 4 **Partners** with Dell Technologies since 2014.
- 5 **First Dell Titanium Partner** in Bulgaria.
- 6 **Services customers** mostly in financial services, retail, the public sector and telecommunications.



“Raiffeisenbank gained a technology infrastructure that is scalable by design, ensures business continuity, supports innovation and delivers excellent user experiences for employees anywhere.”

**Martina Llieva**  
Strategic Product Manager

## Raiffeisen Bank: more than 130 years of financial services innovation

Raiffeisen Bank is a long-time customer of Dell Technologies and TBS.<sup>1</sup>



### Enterprise-wide, Raiffeisen Bank:

- Has 19 million customers.
- Operates in 25 countries.



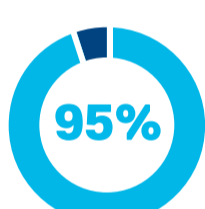
### In Bulgaria, Raiffeisen:

- Provides retail, investment, mobile and digital banking.
- Supports 628,000 customers.
- Holds BGN 9.86 billion (\$5.65 billion) assets.



## The urgency of technology modernization

Legacy technology no longer served the needs of Raiffeisen Bank in Bulgaria.



**95%** of data centre infrastructure and client devices needed to be replaced.



The bank wanted to **update its VDI** to enable work-from-anywhere for employees and innovate more.



**2 data centres** had different infrastructures and architectures, making disaster recovery and data protection unreliable.



“Disaster recovery and business continuity were both important for the bank. With the new arrangement, if one site goes offline, all applications and systems of the bank will continue to work seamlessly.”

**Kiril Dakov**  
Senior Technology Team Lead, Telelink Business Services

## Transforming user experiences and data centres

TBS worked with Raiffeisen Bank to accomplish the following:



**Disruption-free processes** in serving customers.



**Enhanced** user experience and work-from-anywhere enablement with modern devices.



**Business continuity** through reliable failover and replication between the 2 data centres.



**Scalable infrastructure** that can support more powerful software solutions and enable the bank's growth and innovation.



**VDI today** more secure and performing better than the previous environment.



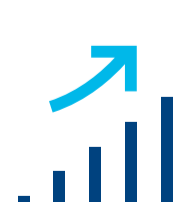
**Improve and optimise performance** of whole environment.



**Simplified IT management** with parallel design of the data centres.



**Easier** management and orchestration of client devices.



## Delivering value to customers

On its Dell Technologies infrastructure, Raiffeisen Bank can focus on providing high-value financial services in a highly secure and efficient manner instead of managing hardware and software.



**Read our story** TBS and Raiffeisen Bank. **Visit our TBS page.**