Fortis Turkey Deploys GoldenGate Software to Improve its Live Reporting Operations

Submitted by: Ascendant Communications

Monday, 9 March 2009

---

09 March, 2009 — GoldenGate Software Inc. (www.goldengate.com), a leading provider of high availability and real-time data integration solutions, today announced that Fortis Turkey (www.fortis.com.tr) is using the GoldenGate® live reporting solution to improve real-time access to its operational data. Using the GoldenGate solution, Fortis Turkey has created a single operational data store (ODS) and achieved considerable performance improvements for overall reporting and has significantly streamlined the overall architecture. In addition, Fortis Turkey has realized reduced server CPU load and storage system I/O requirements on its online transaction processing (OLTP) systems – with further reductions of up to 50% anticipated.

Fortis Bank provides a total package of banking services to personal, business and institutional customers globally through its own high-performance channels and via other partners. The bank has built up a strong presence in the European retail banking market, operating through a variety of distribution channels. It offers financial services to companies, institutional clients and high net worth individuals and provides integrated solutions to enterprise and entrepreneur. Fortis Bank in Global has 38,000 staff people and a presence in almost 50 countries. Fortis Bank made a strong entrance to the Turkish finance market in 2005, acquiring Dbank. Now, Fortis Turkey with a strong capital structure continues its strong growth with high quality services, financial expertise, innovative and affordable products. Fortis Turkey is active in retail, corporate and merchant banking and asset management.

To store and manage the wealth of operational data generated by the business and its customers, Fortis Turkey uses Oracle, Microsoft SQL Server, Sybase and IBM DB2 database management systems. As Abdullah Öngül, Head of Database Management Team at Fortis Turkey, explains, the highly heterogeneous database management systems have created significant IT challenges from a data integration standpoint. "Having a diverse and silo-ed DMBS architecture makes it difficult for us to access data efficiently and with low-latency for reporting purposes, which in turns causes additional time consuming development work to run live reports for the business."

To overcome this problem Fortis Turkey decided to deploy a single operational data store, and following rigorous testing in Fortis Turkey's own production environment, Fortis Turkey selected the GoldenGate real-time data integration solution to provide the business with live reporting capabilities.

"The GoldenGate live reporting solution gives us the ability to have multiple reporting instances which can be used concurrently," said Öngül. "Simple and easy to manage, it not only solves our reporting and real-time access issues, but also addresses the potential OLTP transaction performance problems that we experienced from running reports and queries on those primary systems."

With the help of its partner, ITD, head-quartered in Turkey, Fortis Turkey implemented the GoldenGate solutions to pull data continuously from 6 Oracle, 8 Microsoft SQL Server and 3 Sybase database environments targeting a single Oracle Unix operational data store. In July 2008, Fortis Turkey commenced this project to provide efficient reporting against the banking and credit card transaction business units and in October 2008 redirected all reporting activity to the new operational data store which

resulted in eliminating the need for several OLTP databases.

Fortis Turkey has achieved numerous tangible benefits including:

• significantly reduced latency by offloading transactional information from primary systems to ODS
• minimal development resources to maintain the process
• improved performance for reporting and analysis
• reduced CPU and disk I/O usage on all OLTP systems.

Osman Özdemir, Sales Director of ITD, commented: "Access to low latency data for critical business reporting is particularly important to banking and financial services organizations that rely on accurate data to determine key business decisions. For a market-leading organization such as Fortis Turkey, the GoldenGate® real-time data integration solution is a critical infrastructure component which has an immediate impact on key business processes."

About GoldenGate Software:

GoldenGate Software Inc. is a leading provider of high availability and real-time data integration solutions for improving the availability, accessibility and performance of critical data across heterogeneous enterprise IT environments. More than 500 enterprises use the GoldenGate ® solutions worldwide, including Visa, Bank of America, US Bank, UBS, Sabre Holdings, DIRECTV, Comcast, Federated Investors, Mayo Foundation and Overstock.com, to standardize on the GoldenGate solutions for real-time access to real-time information. The company broadens its global market reach through relationships with ACI Worldwide, Amdocs, Cerner, GE Healthcare, HP, IBM, Ingres, Teradata Corporation and others. GoldenGate is an Oracle Certified Partner and a Microsoft Certified Partner. For more information, visit http://www.goldengate.com .

About ITD:

Founded in Istanbul in 1991, ITD -letiim Teknoloji Danmanlk Ticaret A.. provides services on voice automation, payment automation and infrastructural performance solutions. Due to the founder's experience in the financial industry, as well as the importance of this sector in Turkey, the financial market was the starting point of all activities at ITD.

Within its voice automation solution business line, ITD offers call / contact center solutions, interactive voice response systems, IVN - interactive voice notification system, speech recognition, real-time performance management – wallboard solutions and unified business communications on IP infrastructure. According to the market needs, ITD converts its know-how into value added solutions and products. MagiContact® Product Family has been developed to complement ITD's voice systems solutions.

Within its payment automation solution business line, ITD provides end-to-end payment solutions ranging from risk / fraud management solutions to anti-money laundering system, "PointPlus" loyalty solution and complete card management solutions.

Within its infrastructural performance solutions, ITD provides high availability & real-time data

integration solutions, testing solutions for e-payment systems and SMS Gateway / SMS Technologies to its customers.

ITD enlarges its operations in the area of voice and payment automation solutions and broadens its services and market-driven approach internationally. With this focus; ITD has a direct office in Poland. All trademarks identified by the ® are registered trademarks or trademarks of their respective owners. All other trademarks are property of their respective owners.

Press Contacts:

Penny Flood
Ascendant Communications
Email: pflood@ascendcomms.net

responsesource