

Press Release

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Asia Commercial Bank and Dimension Data win Best Cloud-based project in Vietnam

- **Real-time communication and enterprise social interaction on public cloud platform**
- **Improved productivity and employee satisfaction**
- **High system scalability and increased server uptime.**

Hanoi, Vietnam May 10th 2016— Asia Commercial Bank (ACB) and its technology partner Dimension Data have been named as winners of the Best Cloud based project in Vietnam for 2016 during the tenth Asian Banker Technology Innovation Awards Programme. The awards ceremony was held in conjunction with the prestigious award winning Asian Banker Summit 2016, the foremost annual meeting for decision makers in the financial services industry in the Asia Pacific region, at the JW Marriott, Hanoi, Vietnam on May 10th 2016.

Real-time communication and enterprise social interaction on public cloud platform

ACB has embarked on an infrastructure refresh of its existing legacy system to a Microsoft platform. The bank implemented a new cloud ready infrastructure wherein it migrated emails from multiple platforms to a single platform with real-time communication capability and enterprise social interaction on public cloud platform. This enables the employees to interact anywhere, anytime and on any devices.

Improved productivity and employee satisfaction

Implementation embraces mobile, cloud and social media technologies to increase work productivity and employee satisfactions. With mobile access to emails and group interactions the productivity has improved and the response time for approvals has significantly reduced. Currently 20% of its staff is using social media platform, 50% are using mobile access for Lync and mobile access for mail.

High system scalability and increased server uptime.

Project provides ACB with a secure way of accessing all platforms with a single ID and an ability to scale in and out of the cloud freely. It facilitated increase in server uptime from 95% to 99.9% and scaled the server capacity utilisation. All customer centric and sensitive data remains on-premise, whereas the users have the flexibility of a hybrid cloud system.

The Asian Banker Technology Innovation Awards Programme, refereed by prominent global bankers, IT consultants and academics, provides an undisputed benchmark of technology implementation in an increasingly fierce marketplace. Every year the programme attracts a substantial number of submissions, describing a range of innovative solutions that demonstrate how IT can deliver significant benefits to the business of banking. A stringent three month long evaluation process determined the winners from across Asia Pacific, Middle East and Africa. The winners were honoured at a glittering event that recognised their efforts in using the best technology to run their institutions and bring superior products and services to their customers.

About The Asian Banker

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