



Ecobank

Orange MPLS network supports growing, world-class, pan-African bank

“ Ecobank selected Orange as its partner in the deployment of its MPLS and cloud solution for very clear reasons. Financial services providers such as Swift and Visa use the Orange network to transmit transactions through their networks. In addition, Orange has a local presence in each of the ‘Ecoland’ countries, thereby eliminating back-to-back contracts with third-party providers. ”

Tunji Alabi
CIO
Ecobank Group

Highlights

- Ecobank is a leading pan-African full-service bank with rapid market growth, doubling in recent years
- Its patchwork network had poor availability and reliability
- The bank wanted to reduce costs, increase reach and enhance customer satisfaction
- Our solution includes a fully managed MPLS network, professional services, customer service management and 24/7 monitoring
- Benefits include increased network flexibility, security and scalability, lower costs and improved customer service
- The new infrastructure is a foundation for future growth, new applications and services



**Business
Services**



Issues and challenges

Founded in Togo in 1988, Ecobank Group now has over 23,000 employees working in 1,151 branches and offices across 32 Middle African countries and serving 9.4M customers. The Ecobank Group is a full service bank providing wholesale, retail, investment and transactional banking services to governments, financial institutions, multinationals, local companies, SMEs and individuals. It is the largest employer in the financial services industry in Middle Africa and has a greater presence in Africa than any other bank in the world.

Services are delivered by three customer-focused business segments – Corporate Bank, Domestic Bank and Ecobank Capital – all of which are supported by an integrated IT platform operated by eProcess, the group's technology subsidiary.

Rapid growth had been supported through a patchwork of its own VSAT infrastructure and several terrestrial network providers. However, this arrangement was not providing the reliability and consistency of service that the bank needed to deliver high-quality service to its customers and to support its staff and highly distributed operations.

The objective

Deploy a secure, standardized and seamless global network that is highly reliable, flexible and scalable with a lower TCO.

The benefits

Utilizing the Orange Business Services MPLS network has delivered significant benefits to Ecobank.

Cost savings

- Controlled network management costs
- Reduced TCO
- Single global provider

Simplicity, flexibility

- Increased and flexible capacity and scalability
- Extended geographical reach
- Enhanced security

Growth potential

- Infrastructure platform to support growth
- Rapid deployment of new applications
- Increased new customer services

The Orange Business Services solution

- Fully managed MPLS network
- Professional services
- Customer service management
- 24x7 monitoring
- Program management

The results

- Reduced costs and TCO
- Increased security for customers
- Capability to rapidly introduce new services
- Support for business continuity strategy

“ Orange hosts our data center in London and, through our strategic partnership, they have a strong understanding of our business needs. ”

For more information about Orange Business Services, visit www.orange-business.com

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