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**Success Story**

## **ING Bank (Eurasia) ZAO has installed system that provides management with real-time information about corporate IT system status**

**The solution implemented within ING Bank (Eurasia) ZAO ([www.ing.ru](http://www.ing.ru)) results in operational risks decrease and employees work efficiency increase.**

**The project was developed on the basis of business activity monitoring (BAM) product IRP ProcessIntelligence (<http://www.irptec.com/product-intelligence.php>).**

For ING Bank results of the installation of the solution are:

- all critical processes and subsystems are monitored in real-time
- minimized feedback time in case of emergency
- significantly minimized processes support costs within the Bank

Real-time monitoring simplifies business processes support and reduces time losses during emergency situations. The solution based on IRP ProcessIntelligence provides quick access to information on reasons and essence of events and to information on emergency actions.

According to Ruslan Bondarev, project manager from IRP Technology side:

“IRP ProcessIntelligence performs convenient and efficient real-time monitoring of business processes and key bank activity indicators. ING Bank specialists also benefit from the expert system on actions required in case of emergency.”

ING Bank Eurasia, a wholly owned subsidiary of ING Group, started its commercial activities within Russia in 1994. In 2004 ING was named Best Arranger of Eastern European Loans 2004 in Syndicated Finance by Euroweek Magazine. In 2004, ING Bank Eurasia was named Best Sub-Custodian in Russia in a survey by Global Finance magazine.

### **About company IRP Technology and product IRP ProcessIntelligence**

At IRP Technology, we help you to succeed by taking advantage of advanced IT.

IRP Technology was established by Rechner Und Peripherie Virtriebs GMBH (RuP) in 2004. Gerd Lutz is president of IRP Technology. RuP has been successful at international IT market over 15 years. IRP ProcessFrame integration platform developed by RuP was launched by IRP Technology at international markets.

IRP ProcessIntelligence (<http://www.irptec.com/product-intelligence.php>) is designed to effectively monitor business activities in accordance with BAM (Business Activity Monitoring) principles.

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