

## Case Study: Cyfuture's Successful Partnership with Central Bank of India

Central Bank of India, founded in 1911, holds a prominent position among Indian public sector banks in India. Renowned for its extensive branch network and wide array of banking services, Central Bank of India caters to millions of customers nationwide. Focusing on their dedication to delivering uninterrupted digital experiences, the bank decided to partner with Cyfuture, a well-known IT solutions provider, to bolster and manage their online presence.

Central Bank of India recognized the importance of having a strong online presence to effectively communicate with its customers and provide essential information. However, the bank faced challenges with its existing website and to address these issues, Central Bank of India sought the expertise of Cyfuture, known for its proficiency in IT services and web solutions.

Cyfuture leveraged its robust infrastructure and technical capabilities to provide secure and reliable hosting services for the bank's website. We ensured that the web server had the necessary resources to handle high traffic loads, enabling smooth user experiences and minimizing downtime. Cyfuture also implemented advanced security measures to safeguard sensitive financial data and protect the website from potential cyber threats.

Central Bank of India partnerships resulted in a successful collaboration that significantly improved the bank's online presence. Through our expertise in hosting, redesigning, and maintaining the website, Cyfuture helped Central Bank of India provide a seamless digital experience to its customers while ensuring robust performance and security.

### Executive Summary



The Central Bank of India is a commercial bank based in Mumbai, India. It is one of the oldest and largest commercial banks in the country, providing a wide range of banking and financial services to individuals, businesses, and government entities.

Established in 1911, the Central Bank of India has a rich history and has played a significant role in the development of India's banking sector. It operates through a network of branches and ATMs across the country, offering various banking products and services, including savings and current accounts, loans, credit cards, wealth management, and investment services.

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As a commercial bank, the Central Bank of India serves as a key intermediary between savers and borrowers. It mobilizes deposits from individuals and businesses and channels those funds into productive activities through loans and credit facilities. The bank supports economic growth by providing financial resources to individuals for personal needs, as well as to businesses for investment and expansion.

In addition to traditional banking services, the Central Bank of India embraces digital transformation and offers convenient and secure online banking services. Customers can access their accounts, conduct transactions, and avail various banking services through internet banking and mobile banking platforms. This technological advancement has enhanced customer convenience and contributed to the bank's overall competitiveness in the industry.

## Understanding the Requirements

In the process of assisting Central Bank with website hosting, maintenance, and redesign, Cyfuture prioritized a thorough understanding of the bank's specific requirements. Through detailed consultations and discussions with Central Bank's stakeholders, Cyfuture gained insights into the bank's objectives, challenges, and desired outcomes. This understanding allowed Cyfuture to tailor their solution to meet Central Bank's unique needs and ensure that the implemented solution addressed the identified challenges effectively. By taking the time to comprehend the requirements comprehensively, Cyfuture ensured a successful and customized solution that aligned with Central Bank of India goals and delivered tangible results.

## Problem Statement

Before partnering with Cyfuture, the Central Bank of India encountered several challenges that prompted the need for assistance. These challenges include:

- **Outdated Website**

The bank's existing website suffered from outdated design elements and lacked user-friendly features. This outdated appearance and limited functionality made it less appealing to visitors, hindering their overall experience.

- **Hosting Limitations**

The Central Bank of India website was hosted on a shared server, which resulted in slower loading times and occasional downtime. The shared resources couldn't handle high traffic loads efficiently, impacting the user experience and potentially leading to missed opportunities for engagement.

- **Maintenance Issues**

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The Central Bank of India lacked dedicated resources to ensure consistent website maintenance. As a result, updates were often delayed, leaving the website vulnerable to security risks and making it challenging to provide timely and relevant information to visitors.

- **Bandwidth Concerns**

The Central Bank of India existing network infrastructure did not offer sufficient dedicated bandwidth. This limitation affected the website's performance, especially during peak traffic periods when users required quick access to information and services.

- **Disaster Recovery**

The Central Bank of India recognized the importance of having a robust disaster recovery plan in place. They needed to minimize downtime in case of emergencies or unforeseen events. The bank sought a solution that provided an appropriate Recovery Time Objective (RTO) and Recovery Point Objective (RPO) to ensure swift recovery and continuity of their online services.

These challenges collectively hindered the bank's ability to provide an optimal digital experience to its stakeholders, including customers, investors, and the public. The Central Bank of India realized the necessity of addressing these issues to enhance their online presence, improve user experience, and ensure the stability and reliability of their website.

By partnering with Cyfuture, a leading IT services provider, Central Bank of India sought to overcome these challenges and achieve their objectives. Cyfuture's expertise in website hosting, maintenance, and redesign allowed them to deliver a comprehensive solution tailored to the bank's specific requirements. Through this partnership, Central Bank of India aimed to revamp their website, optimize its performance, and establish a secure and reliable online platform for their stakeholders.

## Scope of Work

Cyfuture was entrusted with a comprehensive scope of work that included the design, development, and maintenance of various websites for the Central Bank of India. This included:

### **Hosting and Web Server Specification**

Cyfuture proposed hosting the existing website on a dedicated server optimized for performance and security. This involved provisioning a dedicated server specifically for the Central Bank of India website, ensuring that it had the necessary computing resources and bandwidth to handle high traffic loads efficiently. By moving to a dedicated server, the bank could enjoy faster loading times, improved website responsiveness, and enhanced security features. Cyfuture worked closely with the Central Bank of India to determine the required

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server specifications and ensured a seamless migration process to the new hosting environment.

### **Web Server Maintenance**

Cyfuture took on the responsibility of maintaining the web server, guaranteeing its smooth operation and addressing any technical issues promptly. This included monitoring the server's performance, applying security patches and updates, and performing regular maintenance tasks to optimize its functionality. By entrusting the web server maintenance to Cyfuture, Central Bank of India could focus on their core activities without worrying about server-related issues. Cyfuture's technical expertise and proactive approach ensured the web server remained secure, stable, and updated, minimizing the risk of downtime or performance issues.

### **Maintenance of Existing Website**

Central Bank of India's existing website required regular updates, bug fixes, security audits, and content management. Cyfuture assumed the responsibility of website maintenance, ensuring that the website remained up-to-date and secure. We conducted regular audits to identify and fix any vulnerabilities, applied necessary patches and updates, and managed content as per Central Bank of India requirements. By delegating these tasks to Cyfuture, Central Bank of India could ensure that their website was functioning optimally, providing accurate and relevant information to visitors, and minimizing the risk of security breaches.

### **Redesigning or Revamping of Existing Website**

Cyfuture collaborated with the Central Bank of India to revamp the website's design, incorporating modern UI/UX elements and improving the overall user experience. This involved analyzing the existing website, understanding Central Bank of India branding and design preferences, and proposing a revamped layout that aligned with industry best practices. Cyfuture's design team worked closely with Central Bank Of India to create a visually appealing and user-friendly website, optimizing navigation, responsiveness, and interactivity. The revamped website aimed to enhance visitor engagement, improve information accessibility, and strengthen Central Bank of India online presence.

### **Maintenance of New Website**

In addition to the existing website, Cyfuture extended its maintenance services to the new website, ensuring its smooth functioning and providing ongoing support. As part of this service, Cyfuture continued to apply security updates, conduct regular maintenance, and manage content on the new website. By offering comprehensive maintenance for both the existing and new websites, Cyfuture ensured consistency and reliability across Central Bank of India's entire online presence, providing a seamless user experience for visitors and streamlining the bank's website management processes.

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## **Software Requirement Specification and Design**

Cyfuture developed a high-level software requirement specification and design to guide the website redesign process. This involved working closely with the Central Bank of India to understand their specific requirements, goals, and functionalities. Cyfuture's team translated these requirements into a comprehensive specification document, outlining the technical aspects, features, and design guidelines for the website. This document served as a blueprint for the development process, ensuring that the final product aligned with the Central Bank of India vision and met their specific needs.

## **Content Management System (CMS) Development:**

Cyfuture leveraged Gartner Quadrant to develop a robust and user-friendly CMS tailored to Central Bank of India's requirements. The CMS allowed the Central Bank of India to efficiently manage and update website content without extensive technical knowledge. Cyfuture customized the CMS to align with the bank's branding and design guidelines, ensuring a seamless integration with the revamped website. The CMS empowered the Central Bank of India to easily publish, edit, and organize content, enhancing their ability to keep the website current and relevant to their audience.

## **SSL Certificate Procurement**

Cyfuture facilitated the procurement and installation of an SSL certificate to enhance website security. This involved identifying the appropriate SSL certificate provider, coordinating the purchase process, and configuring the certificate on the web server. By implementing SSL encryption, Central Bank of India's website achieved secure communication between the server and visitors' browsers, safeguarding sensitive information and establishing trust. Cyfuture ensured that the SSL certificate was properly installed and maintained, providing Central Bank of India's users with a secure browsing experience.

## **User Acceptance Testing (UAT), Transition, and Go-Live:**

Cyfuture conducted UAT to ensure that the redesigned website met Central Bank of India's expectations before transitioning it to the production environment. This involved extensive testing of the website's functionalities, user interface, performance, and compatibility across different devices and browsers. Any identified issues were promptly addressed to ensure a smooth user experience. Once UAT was successfully completed, Cyfuture facilitated the transition of the website to the live production environment, ensuring a seamless go-live process and minimal disruption to website operations.

## **Dedicated Bandwidth Provision**

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Cyfuture provided a minimum of 25 Mbps dedicated bandwidth to ensure optimal website performance, even during high traffic periods. This involved provisioning a dedicated network connection with sufficient bandwidth exclusively for the Central Bank of India website. The dedicated bandwidth eliminated the concerns of shared resources and bandwidth limitations, ensuring consistent and reliable access to the website's content and services. Cyfuture's provision of dedicated bandwidth enhanced the website's responsiveness, loading times, and overall user experience, accommodating increased traffic demands efficiently.

### **Data Center (DC) and Disaster Recovery (DR) Link:**

Cyfuture established a robust DC and DR link to meet Central Bank of India's Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements. This involved setting **up** a secondary data center that served as a backup to ensure business continuity in case of disasters or emergencies. The DC and DR link allowed for the replication and synchronization of critical data and applications, minimizing the risk of data loss and reducing downtime. Cyfuture's robust infrastructure and disaster recovery measures ensured that the Central Bank of India website remained accessible and operational, even during unforeseen circumstances.

By addressing these aspects within the scope of work, Cyfuture provided the Central Bank of India with a comprehensive solution to their challenges. This collaboration aimed to enhance the bank's online presence, ensure robust web server performance, and provide reliable website maintenance and support services, enabling Central Bank of India to deliver an optimal digital experience to its stakeholders.

## **Proposed Solution**

Cyfuture delivered comprehensive solutions to address Central Bank of India's challenges:

### **Deployed Dedicated Server**

Cyfuture designed and implemented a comprehensive solution to address the Central Bank of India's requirements. We deployed a dedicated server at the bank's premises, ensuring enhanced performance, security, and control over the hosting environment. This dedicated server provided the Central Bank of India with dedicated computing resources, eliminating the limitations of shared hosting and enabling faster response times and improved website loading speeds. It also allowed the bank to have full control over the server, ensuring that it met their specific requirements and security standards.

### **Web Server Maintenance**

In addition to hosting, Cyfuture provided web server maintenance services to ensure the smooth operation of the website. This included regular updates, security patches, and proactive monitoring to identify and resolve any issues promptly. By actively managing the

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web server, Cyfuture ensured that Central Bank of India's website remained up-to-date, secure, and optimized for performance, reducing the risk of downtime or security vulnerabilities.

### **Redesigning and Revamping of Existing Website**

Collaborating closely with the Central Bank of India's team, Cyfuture undertook the redesigning and revamping of the existing website. We developed a modern and intuitive user interface, incorporating best practices in user experience design. The revamped website was optimized for mobile devices, ensuring seamless access and functionality across different screen sizes. The improved navigation and accessibility made it easier for visitors to find information and engage with the bank's services. Additionally, Cyfuture developed a customized content management system (CMS) based on industry-leading standards. This CMS empowered the Central Bank of India to efficiently manage and update website content, allowing them to keep the information current, relevant, and engaging for their users.

### **Rigorous Testing**

Prior to the launch of the new website, Cyfuture conducted rigorous testing to ensure a seamless user experience and flawless functionality. This included user acceptance testing (UAT), where real users simulated various scenarios to evaluate the website's usability and performance. By conducting UAT, Cyfuture identified and addressed any issues or areas for improvement, ensuring that the website met Central Bank of India's expectations and provided a positive user experience.

### **SSL Certificate**

Cyfuture also procured an SSL certificate for Central Bank's website, enhancing security by encrypting data transmission and protecting users' privacy. The SSL certificate ensured that sensitive information, such as personal and financial details, was transmitted securely over the internet. This helped build trust among users and demonstrated Central Bank of India's commitment to safeguarding their data.

### **Optimum Performance**

To guarantee optimal website performance, Cyfuture provisioned a minimum of 25 Mbps dedicated bandwidth. This dedicated bandwidth ensured quick page load times, even during peak periods of high traffic, providing a seamless browsing experience for users. By allocating dedicated bandwidth, Cyfuture eliminated concerns related to shared resources and bandwidth limitations, ensuring consistent and reliable access to the website's content and services.

### **Data Center (DC) and Data Recovery (DR) Provision**

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Furthermore, Cyfuture ensured sufficient provision of data center (DC) and disaster recovery (DR) links to meet the Central Bank of India's Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements. This involved establishing a robust infrastructure that included backup systems, redundant connections, and data replication mechanisms. The DC and DR link allowed for the replication and synchronization of critical data and applications, minimizing the risk of data loss and reducing downtime. This infrastructure ensured business continuity for the Central Bank Of India, even in the face of disasters or unforeseen events.

## Duration of the Contract

The partnership between the Central Bank of India and Cyfuture lasted for a duration of five years, ensuring ongoing support and maintenance of the website throughout this period. This extended contract duration allowed for a long-term collaboration between the two organizations, fostering a strong and mutually beneficial relationship.

By signing a five-year contract, the Central Bank of India gained the assurance of dedicated support from Cyfuture for an extended period. This ensured that any technical issues or maintenance requirements that arose during the contract period would be promptly addressed, providing the Central Bank of India with peace of mind and minimizing potential disruptions to their website operations.

The five-year duration allowed for continuous monitoring and optimization of the website's performance, ensuring that it remained up-to-date and aligned with evolving industry standards and best practices. It also provided an opportunity for Cyfuture to adapt to any emerging technological advancements and incorporate them into the website's infrastructure, enhancing its functionality and user experience.

## Challenges Addressed

With Cyfuture's comprehensive solution and technical expertise, Central Bank of India experienced significant improvements in its website hosting, maintenance, and redesigning efforts. The notable results achieved were:

### **Improved Website Performance**

By hosting the website on a dedicated server provided by Cyfuture, Central Bank of India witnessed a remarkable improvement in website performance. The dedicated server ensured minimal downtime and faster loading speeds, leading to a seamless and responsive browsing experience for users. The enhanced performance contributed to increased user engagement, reduced bounce rates, and improved overall satisfaction with the website.

### **Enhanced User Experience**

The collaboration between Cyfuture and Central Bank of India resulted in a redesigned website that offered an intuitive and modern user interface. The revamped design

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incorporated user-centric elements, making it easier for visitors to navigate, find relevant information, and access desired services. The implementation of a user-friendly content management system (CMS) allowed the Central Bank of India to efficiently update and manage content, ensuring its relevance and timeliness. The improved user experience fostered positive interactions, strengthened the bank's brand image, and increased user retention on the website.

### **Enhanced Security**

Cyfuture's implementation of an SSL certificate and regular maintenance measures significantly enhanced the security of the Central Bank of India's website. The SSL certificate ensures secure communication between the web server and users' browsers, encrypting sensitive data and protecting it from unauthorized access. By conducting regular maintenance activities, such as security patches and updates, Cyfuture mitigated potential security vulnerabilities and proactively addressed emerging threats. The enhanced security measures instilled trust among users, reinforcing Central Bank of India's commitment to protecting their information and ensuring a secure online environment.

### **Robust Infrastructure**

Cyfuture's provision of dedicated bandwidth and establishment of a reliable data center and disaster recovery link further bolstered the stability and reliability of the Central Bank of India's website. The dedicated bandwidth ensured optimal website performance, even during periods of high traffic, by eliminating concerns related to shared resources and bandwidth limitations. Additionally, the establishment of a robust data center and disaster recovery link provided the Central Bank of India with a solid infrastructure to safeguard critical data and applications. This infrastructure allowed for seamless failover in the event of emergencies, meeting the bank's Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements. The robust infrastructure implemented by Cyfuture ensured uninterrupted website availability, enhancing Central Bank of India credibility and trustworthiness.

## **Conclusion**

The partnership between Cyfuture and Central Bank of India proved to be highly successful in addressing the bank's challenges related to website hosting, maintenance, and redesigning. Cyfuture's expertise and utilization of advanced technologies resulted in a comprehensive solution that significantly improved Central Bank of India's online presence.

Through the deployment of a dedicated server, Cyfuture ensured enhanced website performance, security, and control over the hosting environment. This translated into minimal downtime, faster loading speeds, and a seamless browsing experience for users. The revamped website with its modern and intuitive user interface, optimized for mobile devices,

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made it easier for visitors to navigate and access information. The customized content management system (CMS) empowered the Central Bank to efficiently manage and update website content, ensuring its relevance and timeliness.

Cyfuture's provision of a procured SSL certificate enhanced website security and protected user data, instilling trust and confidence among users. The dedicated bandwidth provision of a minimum 25 Mbps ensured optimal website performance, even during high traffic periods, further improving the overall user experience.

Additionally, the establishment of a robust data center (DC) and disaster recovery (DR) link met Central Bank's Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements. This ensured uninterrupted website availability and data safety, safeguarding the bank's critical information and minimizing the risk of downtime during emergencies.

Cyfuture's partnership enabled the Central Bank of India to overcome the challenges it faced and achieve its objectives. The bank's website witnessed significant improvements in performance, user experience, and accessibility. The collaboration with Cyfuture ensured that the Central Bank of India had a reliable and secure online platform, supporting its mission of providing efficient and accessible banking services to its customers.

The partnership between Cyfuture and Central Bank of India demonstrated the value of strategic collaborations and the impact of innovative IT solutions in overcoming challenges and enhancing online presence. This collaboration not only addressed its immediate needs but also positioned the bank for future growth and digital transformation.

## About Cyfuture

Cyfuture is a CMMI level 5 assessed and ISO 20000-1:2011 certified company. They have also achieved various other certifications, including PCI-DSS, SSAE 16 SOC II, ISO 27001:2013, ISO 27017:2015, ISO 20000-9:2015, and ISO 9001:2015, among others. These certifications reflect their commitment to adhering to international standards and best practices, ensuring the highest levels of quality and security for their clients.

Since 2001, Cyfuture has been empowering organizations of all sizes with innovative business solutions, resulting in enhanced performance and an improved brand image. Internationally renowned for their exceptional service standards, proficient management of IT infrastructure, and reliable corporate image, Cyfuture boasts a team of over 2000 passionate experts catering to the diverse requirements of businesses across sectors such as e-commerce, retail, information technology, software services, education, banking & finance, and government bodies.

With a client-centric approach, Cyfuture seamlessly integrates their technical expertise with the unique business requirements of their clients, delivering desirable results within specified timeframes. Their vision is to provide an exceptional customer experience, and to uphold this

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commitment, they maintain rigorous performance metrics and consistently uphold high standards. Unrestricted by geographical boundaries or outdated business processes that hinder technological evolution, Cyfuture encourages the rapid adoption of state-of-the-art systems, ensuring clients are well-prepared for the future. Their overarching motto encapsulates this ethos: "Thinking Future, Moving Ahead."

Cyfuture offers an extensive portfolio of next-generation services, including cloud and infrastructure solutions, big data and analytics, enterprise application services, business process services, AI, IoT, and consulting. These services are delivered by a skilled workforce of professionals, seamlessly addressing the unique needs of each business. With a strong emphasis on technological progress, Cyfuture operates modernized tier III data center facilities in Noida and Jaipur, India, equipped with state-of-the-art hardware to provide exceptional data center, outsourcing, and hosting solutions to their esteemed clients, utilizing their proprietary IVY method. Cyfuture's physical presence spans nine locations in India, the USA, and the UK.

**For more details, follow:**



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