

Boosting Efficiency and Security: How PROSE MDC Transformed the Dhaka Mercantile Co-operative Bank Ltd. (DMCB)'s IT Infrastructure

■ Background

As the financial sector undergoes rapid digital transformation, financial institutions increasingly depend on advanced technology to deliver secure, efficient, and innovative customer services. Recognizing the importance of resilient, efficient, and secure IT infrastructure, the Dhaka Mercantile Co-operative Bank Ltd. (DMCB) in Bangladesh embarked on an ambitious infrastructure modernization initiative. As part of this strategy, DMCB adopted the PROSE Micro Data Center (MDC) solution to strengthen operational capabilities and enhance security.



■ Challenges

DMCB faced critical limitations with its existing traditional IT infrastructure, including inefficiencies in scalability, and security vulnerabilities. The outdated infrastructure struggled to support expanding digital banking services such as Core Banking Solution, mobile apps, and all other applications & services.

Primary challenges included:

- Space constraints and high physical footprint requirements.
- Inadequate security measures for protecting sensitive customer data.
- High operational costs.
- Lack of scalability for adapting to emerging digital technologies.
- Need for flexible deployment tailored to various branch locations.

■ Solutions

To address these challenges, DMCB implemented PROSE's MDC solution—an advanced, compact, and modular infrastructure that provided:

- **High Availability:** Redundant power supplies and cooling systems to ensure continuous, reliable operations.
- **Easy Upgrade:** Compatible with advanced security methods including biometric access control and encryption technologies.
- **Energy Efficiency:** Cutting-edge green technologies reduce energy consumption by up to 40% compared to traditional data centers.

- **Modular Scalability:** Flexibility to expand or adjust infrastructure swiftly according to changing business requirements, reducing capital expenditures and promoting sustainable growth.
- **Remote Management:** Integrated cloud-based monitoring tools enabling real-time management, proactive system oversight, and minimal on-site maintenance.

■ Benefits

Following the deployment of PROSE MDC, DMCB realized numerous strategic and operational benefits:

- **Improved Performance:** Transaction processing speeds improved by approximately 50%, significantly enhancing customer experience.
- **Increased Reliability:** Downtime incidents reduced by 90%, ensuring uninterrupted banking services and reliability.
- **Operational Cost Reduction:** Lowered maintenance costs and decreased reliance on external vendors, enabling reallocation of resources toward core business operations.
- **Customer Satisfaction:** Enhanced service reliability and faster processing contributed directly to increased customer satisfaction and trust.



■ Results

The adoption of PROSE MDC has exceeded DMCB's initial expectations, substantially advancing its IT and operational capabilities. The modernization has created measurable improvements:

- **50% faster** transaction processing times.
- **90% reduction** in downtime incidents.
- **40% decrease** in energy usage, translating to substantial cost savings.

Moreover, the success of this implementation underscores the transformative potential of innovative technology solutions in driving significant business value, operational resilience, and sustainable growth in the financial sector. DMCB's ongoing journey toward digital excellence and innovation is supported by the PROSE MDC, positioning DMCB as a leading example of IT infrastructure modernization within the financial industry.

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