Piros.

Reference Case – **Keytrade Bank**

The real value of Enterprise Open Source at Keytrade Bank

Customers expect to be able to count on their bank around the clock, and that's especially true for an internet bank like Keytrade Bank. That's why Keytrade Bank chose Red Hat's enterprise open source software, fortified by the exceptional support and services of Piros, Red Hat's Premier Business Partner in the Benelux and the Nordics.

"Our decision to partner with Red Hat was based on another, more strategic, technology choice: our move to the cloud," says Niels Petö, DevOps and Cloud Engineer at Keytrade Bank in Brussels. This 100 % digital bank is headquartered in the Belgian capital, employing more than 350 people and serving around 400,000 customers.

Cloud, but not public

With more than a third of its staff working in the IT department, Keytrade Bank has come a long way since it was established in 1998 as an online broker. Since then, it has developed into a fully-fledged digital bank. "When other banks were fixated on their branch networks, we were focused on another type of network," says Petö. "Because we have no branches, everything related to IT is crucial to us. Without exaggerating, it drives our business."
When it comes to digital transformation, Keytrade Bank is also leading from the front. "To transform our business and the way we develop software, we embarked on a cloud adoption journey. The idea behind that journey was to go beyond the typical monolithic approach to software development and instead work with containerized applications or smaller pieces of software."

Although Keytrade Bank originally wanted to move its software development environment to the public cloud, legal constraints made that challenging. "Because we're a bank, not all our applications can simply go into the public cloud, for security and privacy reasons," Petö explains. That's why the bank looked for a hybrid solution that would allow developers to work with containers both in the public cloud and on-premises, in such a way that it would maintain transparency for its developers.

Seamless hybrid cloud infrastructure

Keytrade Bank found the solution in Red Hat OpenShift, a container platform that allows you to build and deploy an open, hybrid cloud environment in open source. "Using community open source was never an option for us," Petö stresses.

"First of all, banks need a certain level of support. In addition, they need support with keeping their software up to date, for example through patch management and security updates."

Keytrade Bank instead chose enterprise open source software, backed by enterprise support and services around quality, security, and the software lifecycle. Petö's IT infrastructure team manages OpenShift and other Red Hat solutions and can now support their development teams by providing them with the tools, platform, and capabilities they need to support the business.

Red Hat support in practice

The quality of Red Hat's enterprise support has already been tested. "An issue arose when we were upgrading our preproduction cluster," says Petö. "After that upgrade, we noticed that the containers started to fail, which interfered with our development process. We couldn't properly test our applications or deploy them in our production environment. Even though our customers weren't impacted, it affected our strategic process to the extent that resolving the issue as quickly as possible was crucial."

Red Hat's first-line helpdesk quickly opened a ticket, and the issue was soon escalated to a higher level and given priority — by Red Hat itself, but also by its local partner Piros, as Petö points out: "They freed up one of their Red Hat experts for an entire week to help us analyze and solve the issue on site." They worked closely with Red Hat's own support and product development engineers as part of a small but dedicated crisis team, taking all the necessary steps to quickly solve the problem.

The value of a strong partnership

If this anecdote demonstrates anything, it's that Red Hat support is there when you need it, where you need it. "No software is infallible," Petö concludes. "But you can at least make sure you have the necessary support to fall back on when you need an issue to be resolved as soon as possible. Red Hat and Piros definitely came through for us."

Piros.

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