



About organization

Karnataka Bank is an 'A' class scheduled commercial bank based in Mangalore, India. It has a wide network with 915 branches across the country. With a dedicated workforce of 15,000 employees, the bank caters to a vast customer base exceeding 11 million customers.

Country:

India

Field:

Banks & Finance

Implementation:

2024

Website:

<http://www.karnatakabank.com>

Problem

With a strong legacy of providing innovative banking solutions and exceptional customer service, Karnataka Bank sought a collaboration platform that could seamlessly integrate with their existing systems and accommodate the diverse needs of their workforce.

This platform should provide high-quality video and audio features, secure data transmission, and user-friendly interface to ensure smooth and efficient virtual meetings and communication. Another vital requirement for the solution was the ability to operate offline and to be independent from external locks and restrictions.

The bank aimed to enhance internal collaboration, foster teamwork, and improve decision-making processes by enabling real-time interactions and information sharing among employees located in different geographical locations.

Solution

Taking into account the bank's high requirements for the security of clients' sensitive data and the reliability of implemented solutions, it was decided to choose TrueConf Server, a self-hosted video collaboration platform, which provides the bank with full control over the system and the shared data and independence from other services and cloud providers.

TrueConf Server operates in the corporate WAN of Karnataka Bank without an Internet connection. All bank data are stored and processed on its premises, which excludes third-party access to information. Karnataka Bank employees can collaborate seamlessly, ensuring uninterrupted communication channels across all branches. Besides, TrueConf's high-level encryption protocols provide an added layer of protection for sensitive internal connection within the bank and safeguard against potential security risks.



The communications network based on TrueConf Server allowed Karnataka Bank to integrate legacy video conferencing endpoints, saving prior investments and leveraging the full potential of the infrastructure.

Bank employees can initiate online communication on any available devices running various operating systems — users install secure TrueConf client applications with 4K video conferencing, team messaging, and collaboration tools on their desktops or mobiles. They can also utilize corporate address book with presence statuses, conference scheduler, file sharing, screen sharing and slideshow, as well as TrueConf AI-based features that increase privacy and improve the quality of meetings. This digital system allows quick and effective advice to employees in all branches, reduces the number of work errors, and speeds up decision-making.



“We keep up with the times and implement cutting-edge IT services that drive the economics’ growth. The issue with choosing a video communication solution for Karnataka Bank is resolved. TrueConf Server has all the features particularly crucial in the banking sector where secure and reliable communication is paramount. TrueConf solutions align perfectly with our commitment to ensuring seamless and secure communication channels for the bank’s employees across all branches.”

KM Raghuraj
Techser Power Solutions Pvt Ltd. representative

Results



TrueConf platform enabled Karnataka Bank to establish a digital communication space among its 15,000 employees across 900 branches. TrueConf solution contributed to enhanced productivity and performance across the organization and showed significant improvements in internal communication efficiency and security within the bank, enabling employees to collaborate effectively, share information securely, and streamline operations seamlessly.