

Customer Success Story



BENEFITS:

- **Improved communication performance:** The upgrade significantly enhanced call quality and reduced latency, enabling faster responses between traders, brokers and clients.
- **Future-ready technology:** This significant upgrade supports Bank Papua's long-term growth strategy with scalable infrastructure able to accommodate future technology advancements.
- **Enhanced security and compliance:** Integrating Nice trade recording assures secure and regulatory compliant trading communication
- **Greater operational efficiency:** The deployment of OneView Portfolio (four instances) improved usability, allowing traders to manage communications more effectively.
- **Seamless transition:** Carefully planned, expert implementation ensured a smooth upgrade process, minimising system downtime and BAU disruption.



PT. Bank Pembangunan Daerah Papua (Bank Papua)

BACKGROUND

PT. Bank Pembangunan Daerah Papua (Bank Papua), is a government-owned regional bank in Indonesia. Established to support economic growth in Papua and West Papua, the bank has grown into a key financial institution for businesses and individuals in the region, focused on providing comprehensive financial services to small and medium-sized enterprises (SMEs), and enhancing financial inclusion in remote areas.

In recent years, Bank Papua has made significant strides in modernising its infrastructure to remain competitive in the evolving banking landscape. With a strong commitment to innovation and customer service, the bank seeks to continuously upgrade its systems to ensure efficient, secure and scalable operations.

CHALLENGE

Bank Papua sought to upgrade its IPC Unigy trading communications connectivity and functionality. Its existing system implementation, while reliable, had reached 'end of life' and was no longer fully supported by IPC. It also did not meet Bank Papua's increasing trading activity, particularly with respect to real-time communication between brokers and clients in an increasingly dynamic financial environment.

Bank Papua sought a new IPC solution that ensured the highest levels of performance. Another key priority in deploying a new IPC solution was assured business continuity in the transition from the legacy platform to the new solution.

SOLUTION

IPC's upgraded solution to Bank Papua deployed the most up to date IPC Unigy platform (v.5.5 SP2) along with four OneView Portfolios to replace legacy IQ-MAX turrets.

The solution was delivered through PT Multi Surya Tunggal (MST), IPC's partner in Indonesia. www.uni-mst.com The full upgrade included:

- *Deployment of the latest IPC UNIGY version 5.5 SP2 enhancing security and performance.*
- *Replacement of legacy IQ-MAX turrets with four OneView Portfolios creating a significantly enhanced user experience with multiplatform and system interoperability and greater operational efficiency.*



SOLUTION

- Integration with Nice Trading Recording 6.8 for comprehensive recording of trader voice communications in line with compliance requirements
- Deployment of new R640 servers, upgrading backend infrastructure without altering existing network topology.
- Second deployment note: a concise line stating that MST is the 2nd company in APAC region to deploy OneView with Bank Papua as the 1st company to deploy OneView in Indonesian region.
- Long standing partnership: a mention of our partnership and close collaboration that more than two decades with IPC Systems for Indonesian regions.

The transition from legacy to new infrastructure and systems was executed with minimal BAU disruption and no trading downtime. Successful deployment included detailed assessments, phased rollouts and continuous monitoring through deployment to ensure a seamless transition.

CUSTOMER OUTCOMES

Business operations for this customer, in this location, presented unique challenges, including infrastructure limitations and connectivity issues that required a robust, future-proof communication solution to maintain seamless financial transactions. This major service upgrade helped Bank Papua overcome these limitations and to ensure secure and reliable communications.

Bank Papua also wanted a solution that would support its expansion plans while meeting evolving regulatory compliance obligations. Following the upgrade, Bank Papua has a modern, stable and high-performance trading infrastructure and communications system that has strengthened its own customer service capabilities, customer loyalty and market competitiveness.

In particular, these enhanced service capabilities support the bank's commitment to providing reliable, secure and inclusive services to Papua's remote regions, setting the standard for other regional development banks in Indonesia in terms of leveraging technology investment to drive operational excellence and business growth.



About IPC Systems

A specialist technology and service leader powering global financial markets for over 50 years, IPC Systems is at the forefront of innovation in trading and market data connectivity, and communications technologies, setting the standard for exceptional service, innovation, and expertise.

IPC's customer-first approach is bolstered by an extensive and diverse financial ecosystem that spans all asset classes and connects market participants anywhere in the world for enhanced communication, collaboration, and compliance.

Global services include trading communications, electronic trading, data and analytics and infrastructure-as-a-service solutions.

IPC is ideally positioned to anticipate change and remain aligned with rapidly transforming markets, and to empower customers to adapt to change, now and in the future.

To learn more, [visit www.ipc.com](http://www.ipc.com)
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