Bank Tabungan Negara (BTN) was established in 1897 under the name Postspaarbank, with its headquarters located in Batavia. In 1963, the bank’s current name, Bank Tabungan Negara, was adopted, and it has been officially owned by the Indonesian government since 1968.

BTN became the first bank to be appointed by the government to provide housing finance and mortgages to lower and middle income individuals. BTN remains consistent with their core business, which is in the field of housing finance.

BTN has approximately 10,000 employees in more than 800 offices.

**The Problem**

“With more than ten thousand users, we aim for efficiency, and we built an in-house solution. At first, it seems we achieved our goal, but we don’t have anyone to help us when there is a problem. We are unable to keep up with our users’ needs and requirements, and as a banking organization, we definitely need a secure and stable system,” said Mr. Achmad, Head of Infrastructure Monitoring and Security Department.

“The Free Email System developed by our in-house support needed reliable support and more features like mobility, better security, good capacity planning and an interactive webmail with our corporate identity. One of BTN’s corporate IT directions was to enable employees to access email via mobile and web,” Mr. Achmad continues.

BTN adheres to Bank Indonesia privacy and security regulations. Banks in Indonesia are mandated not to use an all-in-one solution from a single principal/vendor, to prevent lock-in to specific vendor.

**KEY BENEFITS**

- Security
- Mobility
- Extensibility

“It turns out the solution is easy to use and has great local support!”

Mr. Achmad, Head of Infrastructure Monitoring and Security Department.
**Open and Secure**

Zimbra being open source meets Bank Indonesia regulations and fits right into BTN’s strategy to have more freedom to choose any solution. Zimbra’s adherence to standards also avoids vendor lock-in.

By deploying Zimbra, BTN adds:
- Delegated administration
- Option for email encryption
- High Availability and disaster recovery with VMWare SRM.

Zimbra also helps BTN mitigate security holes & bugs. As for antispam, BTN uses Zimbra’s internal antispam as second layer filtering and uses a third party mail gateway that co-exists with Zimbra.

“We are using an external directory service, but for now it is not integrated with Zimbra. Zimbra easily integrates with the external directory, and we do not need to worry about this integration when we decide to have a single directory that integrates with our email system. We are integrating other vendor solutions with Zimbra, such as Self Service Password and another application to limit email attachments per user,” said Mr. Achmad.

**The Results**

BTN implemented Zimbra via PT. Jabetto Maraya (Jabetto), a Zimbra Authorized Gold value-added reseller. Jabetto has successfully deployed Zimbra Collaboration for about 10,250 mailboxes with integration to Microsoft Exchange spread across 800 offices in Indonesia.

Zimbra has proven to be a cost effective solution compared to other vendors. BTN is seeing an increase in productivity because now they can synchronize mobile devices with Zimbra and can access their mail-data anytime and anywhere.

The result, “It turns out the solution is easy to use and has great local support,” citied Mr. Achmad.

**What’s Next?**

“The fact that Zimbra uses an open source core is consistent with our policy. We are not using any integration with the Zimlet framework at the moment, but we can see a lot of potential in these features,” Mr. Achmad informed.

Mr. Achmad added, “We want to integrate our corporate directory services with Zimbra and have a single source of authentication and management of users as the next phase.”

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