



Financial Agency (FINA): New Network Enables Even Better Customer Service

The customer

Financial Agency (FINA) is the leading Croatian company in the sphere of financial mediation. It is owned by the State, but it operates exclusively on the market principle. FINA successfully do business with Croatian commercial banks, the Croatian National Bank, numerous business systems, and other entities in the business world. FINA is also the Government's partner in the sphere of public finances where it has implemented several comprehensive and vital projects.

The challenge

FINA covers the overall territory of the Republic of Croatia, with 187 locations in total. To improve the services for clients and to follow the logic and intensity of economic activities, FINA needed a new and modern business network and chose the InfoNET project, part of the S&T Group, as its partner. The aim was that all business units situated at the most distant locations are connected by information technology that warrants the speed and reliability of meeting the most sophisticated requirements and rendering every point in the system capable of performing all tasks and responding to all demands of the users of FINA's services.

The project

InfoNET project started the cooperation with Financial Agency in 1998, with implementation of WAN so called MAN Zagreb. Completion of private corporate integrated (voice/data) network was successfully accomplished at the end of 1999 and in 2002 Financial Agency started with the implementation of Cisco technology (small routers and switches).

To build up this new corporate network, InfoNET project had to introduce Cisco based Data and VoIP to MPLS (multi-protocol label switching) Network technology. In order to guarantee maximum operational security there are four regional centres (Zagreb, Split, Rijeka and Osijek), district centres, branches, sub-branches and local offices that are connected by the most up-to-date information technology and situated at such locations so that easy and fast access from any part of Croatia is available for all clients. One of the most important issues as well as the non stop functionality and InfoNET is providing 24x7 maintenance of this large network since 2002.

Benefit to the customer

- state-of-the-art business network
- high availability
- improved services for clients



S&T Croatia

The market entrance of S&T Group took place in 1999 with the acquisition of Hermes Plus, which also has a subsidiary in Croatia. In 2003 followed the takeover of Croatian company. In 2005, S&T purchased the InfoNet project. Today S&T Croatia is one of the top three systems integrators in the country.

S&T Croatia belongs to the S&T Group, which, with more than 3,100 employees in 22 countries and annual sales in 2007 of 522,2 million Euro, is the leading provider of IT consultancy, solutions and services for customers in Central and Eastern Europe, in the Germany-Austria-Switzerland (DACH) region and in China and Japan.

Zagreb - Split - Rijeka - Osijek

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