Spotlight on Success

Multinational Bank Drives Down Costs with NetApp OnCommand Management Software

IN THE SPOTLIGHT

Customer
- Multinational bank
- United Kingdom
- Industry: Financial services

With a more intelligent data model and a flexible reporting interface that simplifies integration with other systems, NetApp® OnCommand® Insight enables this global bank to easily analyze its infrastructure across a multivendor environment. OnCommand Insight provides new visibility into how storage resources support applications and business units; NetApp OnCommand Workflow Automation speeds provisioning. Now, the IT team can fine-tune and quickly deliver the right performance and capacity for every workload. A comprehensive understanding of infrastructure use across the enterprise also helps decision makers easily reallocate or decommission underused resources and avoid unnecessary purchases.

Products and Services
- NetApp OnCommand Insight and OnCommand Workflow Automation
- NetApp project management, integration, reporting, and residency services
- Multiple NetApp storage systems

Customer Profile
Among the top multinational banks, this financial institution operates across core service lines that include commercial banking, private banking, retail banking, investment banking, and markets and wealth management. To better and more efficiently serve IT needs, this financial powerhouse relies on NetApp storage management technology.

Challenges
- Inability to maximize efficiency and control costs due to a lack of visibility into how the business consumes infrastructure resources.
- IT was tasked with improving responsiveness to business needs while reducing management costs.

Solution
- Deliver global infrastructure analysis and reports with one OnCommand Insight data warehouse.
- Integrate OnCommand Insight and the bank's global configuration management database (CMDB) to reveal relationships between business services and IT infrastructure.
- Employ OnCommand Workflow Automation to streamline storage provisioning.
- Leverage on-site NetApp Professional and Residency Services to build reports, workflows, and integration points across both tools, improving business and IT processes.

Benefits
- Track and forecast global infrastructure demand by business service, region, data center, and so on.
- Uncover opportunities for more efficiency; for example, matching the right workload to the right infrastructure.
- Identified 2.7PB of orphan capacity for reallocation and software licenses tied to storage that could be eliminated.
- Track provisioning workflow type and usage to support decommissioning of resources or publicize availability.
- Use cost analysis data to set storage rates for more accurate chargeback.
- Shorten new share-provisioning time by over 40 minutes, effectively moving a full-time employee from "keeping the lights on" to "innovation" activities.
- Run reports for internal compliance and external audits that show adherence to configuration policies; for example, verifying that key financial systems are being replicated.
- Identify how changes impact infrastructure services to reduce risk to business units.

Environment
- Heterogeneous storage of 120PB+ including 35PB of NetApp FAS storage
- Servers and networking: HP, IBM, Cisco, Brocade
- Virtualization: VMware
- Configuration management database: homegrown, bespoke CMBD