

Major German Bank

Major German Bank Achieves 13x Faster Development Cycles Supported by Veritas Storage Management Solutions

What helps a bank to be voted one of the most popular in Germany? The major German bank that won this honor offers an easy, yet innovative customer experience that is rock solid. Learn how the bank turned to Veritas storage management solutions to maximize availability, minimize delays, and free IT resources for high value work. Results include support for 13x faster development cycles, 99.98% availability, and hundreds of hours of IT staff time saved annually.



Simple, fast banking

A major German bank has two things that every bank wants: happy customers and fast growth. In 2015, readers of a prominent business magazine selected the bank as one of Germany's most popular, and over the past decade, its customer base has quadrupled.

Innovation is a major focus, and the bank frequently adds new features that make online and mobile banking easier. For instance, customers can take a picture of a bill with their mobile device, and touch the screen to pay it after seeing that data has been automatically captured in the correct fields.

Making changes 13 times faster

New features like this can be introduced more quickly because the IT team has streamlined development. In the past, the bank surveyed product teams to learn what changes they desired, and developed and released them once every six months in a major upgrade. Now, the bank has switched to agile development, enabling product teams to deploy changes every two weeks. As a result, new features reach customers as much as 13 times faster. *

ORGANIZATION PROFILE

Industry: Financial Services

Headquarters: Germany

KEY CHALLENGES

A major German bank wanted to maximize the reliability and level of innovation that earned it widespread popularity among German banking customers.

SOLUTION

The IT team deployed storage management solutions from Veritas including InfoScale™ Enterprise (formerly Storage Foundation™ High Availability/Disaster Recovery).

BENEFITS

High Availability/Resilience

- 99.98% availability for critical apps
- Failover in minutes, supporting a 2-hour recovery time objective
- 99.9% backup and recovery success

Operational Efficiency/Cost Savings

- Significantly faster performance compared to ZFS file system
- 13x faster development cycles supported
- 200 hours of planned downtime avoided
- Hundreds of IT staff hours per year diverted from routine to higher value work

“InfoScale lets us grow or shrink LUNs without downtime. We avoid about 200 hours a year in planned downtime, speeding our ability to release new features.”

Manager of Server and Clustering Services
Major German Bank

To support accelerated development, the IT team wanted to simplify a complex infrastructure. “To improve service reliability, performance, and ease of administration, we deployed Veritas InfoScale Enterprise (formerly Storage Foundation High Availability/Disaster Recovery) in 2004,” says the bank’s storage and backup manager.

Supporting 99.98 percent availability

Reliability is essential for the bank. “We use InfoScale to cluster our business-critical services, and we can fail them over to other hardware or our other data center in 5 to 15 minutes,” says the manager. “InfoScale has enabled the bank to achieve 99.98 percent availability for business critical services. If we also need to restore lost data, we use Veritas NetBackup to do this and stay within our recovery time objective (RTO) of two hours. In my opinion, the ability to have reliable online service is an important competitive differentiator for us.”

The bank has primary and disaster recovery data centers 10 kilometers apart in a major German city, and it uses InfoScale to manage up to 25 Oracle databases per node in an active-active, 1:1 campus cluster between the centers. InfoScale also manages a four-node cluster for test and development in the primary center, hosting up to 130 Oracle databases per node.

Boosting performance

To speed performance, the Cluster File System capability of InfoScale enables simultaneous access to shared data from multiple servers, achieving near-local performance for remote disks. “InfoScale enables us to boost performance significantly compared to the native ZFS file system of Solaris,” says the manager.

Cutting planned downtime by 200 hours

InfoScale also simplifies administration, enabling all clusters and related storage arrays to be managed from a single pane of glass. “InfoScale lets us grow or shrink LUNs without downtime, unlike ZFS,” says the manager. “Since we make these changes two to three times a week, we avoid about 200 hours a year in planned downtime, speeding our ability to release new features.”

The InfoScale interface is simple and visual, the manager observes. “InfoScale lets our database administrators (DBAs) and application teams manage their own server groups, stopping and starting services and switching them between hardware resources without help from the Solaris IT team. This saves additional hours each year for more strategic work.”

Accelerating development cycles

Another factor streamlining development is the ability to back up and restore data quickly and easily. When the bank learned that support would end for its Fujitsu NetWorker backup solution, it evaluated solutions from EMC, CommVault, and Veritas. “We chose Veritas NetBackup because it has all the features we need,” says the manager.

TECHNOLOGY ENVIRONMENT

- **Data protected:** 450 Oracle 11g databases in Solaris containers
- **Server environment:** Oracle T5-2 and T5-4 hosting Oracle Solaris 10 & 11
- **Storage:** EMC VMAX, XtremIO, VNX 8000, VPLEX
- **Backup targets:** Oracle SL8500 tape libraries, FUJITSU Storage ETERNUS virtual tape appliances

SOLUTIONS

- Veritas InfoScale Enterprise (formerly Veritas Storage Foundation High Availability/Disaster Recovery (HA/DR))
- Including Veritas Storage Foundation, Cluster Server, and Cluster File System
- Veritas InfoScale Operations Manager
- Veritas NetBackup

SERVICES

- Veritas Business Critical Services



“Our migration to NetBackup was one of the smoothest we’ve experienced. We got design and consulting help from a Veritas Business Partner, and they enabled our team to complete the project within six months.”

Manager of Storage and Backup
Major German Bank

Switching was easy. “Our migration to NetBackup was one of the smoothest we’ve experienced,” the manager recalls. “We got design and consulting help from a Veritas Business Partner, and they enabled our team to complete the project within six months. They have deep Veritas expertise, and they certainly demonstrated it with us.”

“NetBackup protects 640 terabytes of customer data, completing 100,000 jobs a day with a 99.9 percent success rate,” the manager adds. The solution also plays a key role in enabling faster innovation. “During testing and development, our database administrators use Veritas NetBackup recoveries to clone databases between the production and testing environments,” explains the manager. “They perform 2,300 recovery jobs a year with a virtually 100 percent success rate. NetBackup scripts automate the steps they take, so they don’t need our help. This saves hundreds more hours of IT staff time and completes work faster, helping us release features more quickly that enhance our customer experience.”

Support that’s business critical

To get priority technical support from top Veritas experts, the bank contracts with Veritas Business Critical Services. “Because of Business Critical Services, we get direct access to the top NetBackup engineers in the world when we need it, and that has made an important difference for us,” says the manager. “It is well worth the extra cost. Veritas solutions help us provide the availability and performance we need to keep customer satisfaction high and support fast growth.”

For more information

Please contact your local Veritas Sales Representative or Business Partner, or visit:

[Veritas Business Critical Services](#)

[Veritas Consulting Services](#)

[Veritas InfoScale](#)

[Veritas InfoScale Operations Manager](#)

[Veritas NetBackup](#)

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* 6 month cycle = ½ of 1 year or 365 days = a 182.5-day wait, reduced to 14 days.
A 14-day wait is 13 times shorter than a 182.5-day wait.