Insight®

Financial Institution Transforms Storage and Backup

A U.S. financial institution and client of more than a decade needed to modernize its storage, backup and disaster recovery environments to support continued growth, improve customer experiences and drive staff efficiencies. The client, which has been in business for more than a century, offers a wide range of commercial and consumer banking products and is a recognized leader in its space, with more than 100 branch locations.

As a progressive organization focused on leveraging IT to its competitive advantage, the institution was in the process of developing and executing a software-defined data center. As part of this modernization effort, the client engaged Insight's Cloud + Data Center Transformation team to assess its current storage, backup and recovery infrastructures.

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After evaluating the aging infrastructure and reviewing the client's future business needs, Insight and the bank's IT team collaborated to craft and implement a plan for updating the institution's technology to achieve greater efficiency, reduce process times, improve the customer experience and differentiate the institution from its competition.

Driving efficiency with modern technology

Insight's Cloud + Data Center Transformation team recommended upgrading the storage infrastructure to PureStorage® flash-based technology. The new flash-based systems provided simplified management, greater performance and simplified scalability.

To achieve the same efficiencies in the client's backup and recovery environment, we recommended leveraging the enhanced capabilities of Rubrik® backup and recovery solutions.

Facts at a glance

Client industry:
Financial

Size of company:
100 branch locations

Challenge:
The institution needed to modernize its storage, backup and disaster recovery environments to support continued growth, improve customer experiences and drive staff efficiencies.

Solution:
- Design, implementation, data migration, project management and support services
- Storage refresh with PureStorage® flash-based technology
- Backup and recovery refresh with Rubrik® solutions

Results:
- Zero disruptions during implementation & migration
- Process runtimes reduced from days to hours, hours to minutes
- Enhanced backup & recovery capability, scalability & performance
- Simplified management, freeing IT resources

Solution area:
Insight's Cloud + Data Center Transformation solutions help clients improve data center availability, performance and efficiency.

Insight® | Cloud + Data Center Transformation

Ensuring a smooth migration

To assist with the implementation of the new PureStorage® solution and data migration, the Cloud + Data Center Transformation team performed a pilot migration and created a detailed runbook for use going forward. We also coordinated the rental and licensing of data migration tools and provided training and guidance on how to use them.

When the pilot project was complete, the client's IT team began migrating production data in two data centers following Insight's proven data migration methodology. This process includes discovering the environment, analyzing application and infrastructure dependencies, scheduling internal and external resources, and negotiating any required downtime — virtually zero in this instance.

The backup and disaster recovery portion of the project was performed in a similar fashion. Following an on-site Rubrik® proof of concept to validate the new system and testing of all the new technology, the bank was confident that the solutions the Cloud + Data Center Transformation team had designed would meet their needs. In order to ensure that the cutover took place in a careful and controlled manner, it was decided that the new environment would be spun up alongside the existing one, with the Cloud + Data Center Transformation team managing the gradual migration of data sets.

Improving user experiences & supporting future growth

In addition to achieving greater operational flexibility, simplified management and more streamlined processes, the time required to run financial reports, close quarters and perform other business processes has been greatly reduced.

Internal customers served by IT have reported improved performance and response, which are having a positive impact on efficiency and improving the internal client experience. Processes that used to take days now take hours, and those that took hours are now completed in minutes.

The speed of the flash-based storage has also provided an enhanced external customer experience. What's more, the new PureStorage system is highly scalable and can be easily expanded to support future company growth.

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Insight Cloud + Data Center Transformation