

FINANCIAL SERVICES

Major U.S. Bank

A \$7.1 billion banking organization operating 72 branches in 42 communities across the mid-west, this financial services leader delivers a comprehensive range of banking products and services to individuals, businesses, municipalities and other entities.

The bank's 2,200 employees are supported by 100-person IT staff who work out of a central operations facility and are responsible for managing the company's servers, desktops and data communications systems.

CLIENT STATISTICS

72 branch locations

2,200 employees

85% virtual environment

150 Virtual Machines (VMs)

50% improved CPU efficiency

Challenge

This bank's production environment is 85 percent virtualized, with a goal of ultimately achieving 90-95 percent virtualization. In recent years, the bank's team of two virtualization administrators have gone from managing three hosts supporting 30 virtual machines (VMs) to 10 hosts supporting 150 VMs.

This infrastructure supports the company's teller program, lending program and financial processing servers—critical systems that require high availability and minimal downtime when a server goes offline. Virtualization enables the bank to deploy a new server 10-times faster than a physical machine, and manage upwards of 100 VMs using just one or two interfaces.

However, the ease with which additional VMs can be created has led to issues of VM sprawl, wherein the administrators are not always sure what certain systems in their environment do, or who in the organization they support. Rather than just turn them off and see who complains, the administrators needed a solution that provided a clear line of sight to the business from the virtual infrastructure to the applications and systems it supports. Abandoned snapshots were another problem in the bank's virtual environment, contributing to issues of declining storage space and corrupted VMs.

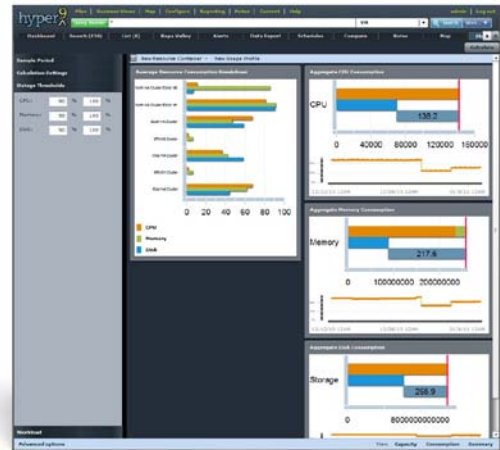
"We can identify VM sprawl, conduct proactive troubleshooting and re-provision over-allocated resources for improved service levels. Re-provisioning has led to a 50 percent or greater improvement in CPU efficiency."

Solution—Hyper9 Virtualization Manager

With Hyper9, the bank found a way to proactively manage its virtual environment. The virtualization team now has increased visibility, according to one of the administrators, “We can identify VM sprawl, conduct proactive troubleshooting and re-provision over-allocated resources for improved service levels. He added, “Re-provisioning has led to a 50 percent or greater improvement in CPU efficiency.”

In addition, Hyper9’s robust reporting capabilities have given the banks’ management team a better understanding of where their IT spend is going, especially as it relates to how many VMs are running on a host, and whether or not those resources are nearing capacity.

As one of the admins puts it, “The reporting is huge for us. That’s basically what sold it to management.”



Hyper9’s Virtualization Manager helps the bank predict capacity bottlenecks and shortfalls across CPU, improving overall efficiency.

IT Management
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