Hewlett Packard Enterprise

Objective
Increase security and reduce risk by automating huge server production environment and outsource management to third party company for increased efficiencies and best practices expertise

Approach
Transfer management of 15,000 servers, and one million related assets, to HPE Software Solution Management Services to provide expertise, reduce in-house management costs, consolidate and reduce footprint, and leverage IT staff productivity

IT Matters
- Customer patching efficiency increased from 75% to over 95% for 6,000 servers
- 80% incident reduction
- 32% increase in provisioning success rate
- Single point of accountability leveraging the whole breadth of HPE
- Full time onsite service delivery manager
- Balanced onsite and offshore team structure and coverage
- Rigorous focus on resource engagement and enablement
- Proactive HPE solutions suggested and adopted
- Timely visibility and awareness on new product releases

Business Matters
- Reached return on investment early and now investing profits back into business-critical projects, products and services to maintain competitive advantage
- Significant savings will be realized by consolidating 15,000 servers to about 10,000
- Provides managed security and compliance for continuously expanding environment, which is required to service the business
- Reduction in patching and provisioning failures increases IT productivity
- Automatic patching and increased server efficiency rate of over 95% ensures rapid compliance and security resulting in significantly reduced risk

Global financial institution improves competitive advantage

HPE Software Solution Management Services dramatically increases productivity

A large, global financial institute commissioned HPE Software Solution Management Services (SMS) to streamline and manage its Data Center Tools support, thereby enabling the company to focus on the strategic alignment of infrastructure tools, mission-critical security, and customer-facing services. In an ongoing project, SMS increased the automation efficiency of over five thousand physical and virtual servers from 75% to 95%, raising the productivity of its IT staff dramatically.

HPE helps company see green quickly
A financial institution of this size and worldwide reach constantly faces growth and an expanding need for secure server power on demand, often from acquisition pressures. In order to improve server productivity and compliance, the Senior IT Manager responsible for operational support of up to 15,000 physical and virtual servers, proactively ran a full analysis of the company's support skill sets and its ability to maintain its huge server infrastructure,

Case study
Global Financial
Institution

Industry
Finance

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> "As a financial institution, risk mitigation and compliance is a huge cost driver. HPE Software Solution Management Services, by increasing our server patching automation efficiency from 75% to 95%, ensures our all-critical compliance and dramatically reduces our risk exposure. The benefit of maintaining our rock-solid security and compliance record, our brand dependability, is nothing short of priceless and helps maintain our competitive advantage."
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> – Senior IT Manager, large global financial institution

as well as its new portfolio of HPE server automation and management tools. He found gaps that needed filling to achieve the required standard of operation, and decided to find a vendor to improve and manage the production side of the data center. The result was a strong partnership with HPE Software Solution Management Services, one that met his ambitious goals, and which brought the books into the green in good fashion.

"Our overall goal is to have HPE Software Solution Management Services automate and manage our entire server infrastructure of around 15,000 servers, including about a million related assets, as quickly as possible," explains the Senior IT Manager. "Based on our experience with HPE and our evaluation, we expected a successful project. But we were pleasantly surprised at how quickly we met our break-even point and rolled over into the green. When we reached the 4,000 server implementation mark, the project paid for itself. Everything after that was money back into our company for our key projects."

During the evaluation, the company assessed several large technology solution providers to farm out the automation of its data centers, leverage its IT power, and make expert use of its HPE portfolio of data center management tools. The IT department also wanted a vendor with a single point of accountability for Data Center Infrastructure tools, and that would establish industry best practices, driving quality and efficiency higher. The

Senior IT Manager says that, in the process, his team planned to consolidate the 15,000 servers, thereby building a more consistent image of hardware, as opposed to the dispersed group of assets from a variety of different companies.

"The overriding factor that swayed the majority of people involved in the decision was HPE's knowledge of the management applications and how they were intended to function," he recalls. "We also realized that the close interface HPE has between its development organization and its support and professional services was a distinct advantage over the other vendors. Complete ownership and response was an important factor."

HPE SMS provides productive partnership
The resulting three year contract with HPE SMS supplies a Production Support team consisting of about 15 SMS staff in its offsite support center. These staff members work seamlessly with four dedicated company employees and an onsite SMS service manager.

"The partnership with our HPE SMS representatives is terrific, whether they are supplying information that we need or simply calling up to find out if we're were satisfied," says the Senior IT Manager. "Together, we have made strong gains in efficiencies and they are as responsive as you would expect one of your best employees to be."

Customer at a glance

Software
• HPE Service Manager

• HPE Asset Manager

• HPE Discovery and Dependency
Mapping Inventory

• HPE Universal Configuration
Management Database

• HPE Server Automation

• HPE Operations Orchestration

HPE services
• HPE Software Solution Management
Services (SMS)

• HPE Consulting Services

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The SMS Production Support team now manages server automation and trouble-shooting for the organization, which frees up the organization's own IT staff to accomplish its planned consolidation. Since the inception of SMS service, about 5,000 out of the company's 15,000 servers are now under managed service. By next year, the count will be doubled. The Senior IT Manager estimates that, when the transition is complete, his IT staff will have consolidated 15,000 servers down to about 10,000, realizing very significant savings.

HPE automation rocket-boosts efficiencies
The Senior IT Manager again mentions the importance of providing a secure and reliable financial experience to its customer base. They expect it, and negative press from a security breech, is hard to recover from and to be avoided at all cost. He cites damaging security attacks in the past few years that have exposed a few of the competing financial institutions as having security gaps and the resultant damage to their brand. The HPE SMS solution helps defend against this type of breech by ensuring that 95% and greater of the companies large data centers are automatically upgraded with up to the minute software. "Time is a very critical benefit with which HPE SMS has armed us," stresses the Senior IT Manager. "Before implementing SMS to manage and operate our data center production environment, it would have taken 50 to 100 staff a long time to make all our systems up-to-the-minute compliant and secure. Now, we can automatically patch a couple of thousand servers with a handful of HPE SMS staff in two to three hours. The scale of efficiencies gained is very exciting."

The two most mission-critical HPE applications in use, according to the Senior IT Manager, are HPE Service Manager and HPE Server Automation. HPE Service Manager acts as the central point for most of the HPE tools and for the service desk instant triage process. HPE Server Automation handles the majority of the heavy lifting for the data center in terms of provisioning and patching. And these, in turn, are managed by SMS.

SMS handles all issues and resolves them. Any level three issues, are elevated to the company, and resolution is jointly decided. SMS also identifies and implements pro-active solutions as needed to continuously drive improvements. Within the last quarter, for example, the HPE SMS Production team provided solutions along with code modification for seven requests-for-change tickets to improve our HPE Service Manager implementation's performance and end user experience.

SMS frees IT staff to produce critical services and products
Creating new competitive products and services is the life-blood of any company, and especially so with a global financial institution. Prior to SMS automating and managing the vast server centers, the rate of efficiency was hovering around 75%. This means that servers and their business applications (both existing and new) were less available since maintenance windows were longer, more frequent, and dispersed throughout the business week. Impressively, SMS has increased patching automation efficiency to over 95%, while simultaneously reducing the incident rate by 80%. According to the Senior IT Manager in charge of the ingenuous project, all these numbers translate directly into savings, significantly increased productivity, and maintaining the hard-earned corporate competitive advantage and brand security.

"People can count on these services when they need them," concludes the Senior IT Manager. "We can build a new product without un-needed delays. By hiring SMS to manage this area, we are making more money, have a better competitive advantage, and are seeing considerable cost savings. SMS is off-campus, everything's working fine, and we can now dedicate our IT staff to tackling the projects that create our world-famous brand and reputation."

Learn more at
hpe.com/SMS

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