

2015 Awards for Customer Excellence Honorable Mention



Alister Brown, DTCC

DTCC gains huge efficiencies and boosts productivity through HP automation

Automation Cloud Management

High-level overview: Using a combination of HP and some of their software partners, DTCC realized the following benefits:

- Automate provisioning of server builds, dramatically reducing time to deliver SLA from 65 to 5 days
- Implement standardization across build process by 100% with automated validation at end of build
- Eliminate manual builds saving "rework" time due to errors in the process or specifications in original request
- Improve productivity and quality of work due to increased stability
- Provide closed loop incident processing (CLIP) which automatically creates an incident from an automated alert, remediates it, and validates resolution in under six minutes or less eliminating human error, delay and improving productivity significantly
- Reduce manual labor and re-allocate IT productivity from operational duties to more mission-critical initiatives
- Automate validation of jobs executed in HP Server Automation (SA): validate that configurations approved in the change management system match, and if not, flag human errors (such as typos) that could select the wrong server
- Implement a security model in HP SA granting developers access to application servers in all environments without having accounts on the server. This reduced administrative overhead and greatly increased developer productivity through instant access and allowed for creative collaboration

- Enable entire global IT service desk to log in through one single pane of glass
- Reduce IT administrative overhead

Company: DTCC is the premier post-trade market infrastructure for the global financial services industry. DTCC's global trade repository processes tens of millions of submissions per week.

Contact: Alister Brown is Manager, Automation Team at DTCC.

Business goals: The overarching goal was to improve efficiency and standardization of server builds, reduce manual labor and time for remediation of alerts, and simplify the management of user access to production systems.

HP Software implemented: HP Server Automation, HP Network Automation and HP Operations Orchestration.

HP Software Professional Services: DTCC utilized HP Software Professional Services to help build the integration framework to automatically apply specific alerts without manual intervention. The organization also helped with the overall integration and automation tasks and design.

Benefits: Considering that DTCC processes tens of millions of submissions per week, automating processes in the Unix and Linux environments provides huge efficiencies; productivity gains due to greater access by developers; higher system availability; and repurposing IT staff from less administrative tasks to critical projects.



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