

Learn how CXtec services helped the top investment bank in successful migration of FAS systems



CLIENT BACKGROUND

This major and top-most investment bank has an annual turnover of \$37 billion. With its operations spread across 30 countries, the bank is well-equipped with a diverse collection of storage platforms from multiple vendors to

support local services. It uses more than 400 storage systems from the globally-located datacenters of EMC and NetApp for data management, data protection, built-in storage, and high-performance.

CHALLENGES

It was challenging for the client to manage and maintain more than 400 FAS systems from globally-located vendors and OEMs, such as EMC and NetApp. The bank wanted to migrate its storage systems to a homogeneous EMC environment to simplify administration and management, reduce the number of OEMs, and increase standardization in

their storage environment. The major challenge of the global leader in investment banks was to extend the lifespan of rapidly approaching End of Service Life (EOSL) NetApp filers until EMC's equivalent storage products could replace them. The critical aspect of this challenge was to find a reliable partner or a third-party post-warranty service who could:



Deliver OEM-class hardware and software services to support its users



Keep each system operational irrespective of its size, complexity, and individual operating environments until the transition is complete



Provide uninterrupted hardware maintenance services across 30 countries



Offer 24*7 global and technical support



SOLUTIONS PROVIDED

After a lot of research and discussions at the C level, the bank chose CXtec as its logical partner to provide on-the-ground support across its international locations. The investment bank decided to move the support and maintenance services from NetApp to CXtec. CXtec, a vendor-agnostic partner with its global presence and over 40 years of experience in the industry, offered its flexible, customized support and maintenance services for all the bank's storage

systems located across different countries, including the unidentified units for retirement or migration. CXtec helped the bank strategically plan the project and complete the migration process within two weeks without downtime, outages, or bottlenecks. Soon after the completion of the migration process, CXtec started delivering monitoring and maintenance services for the bank's first 200 NetApp filers.



VALUE DELIVERED

With excellent and uninterrupted EOSL, support, and maintenance services provided by CXtec, the bank successfully migrated one-third of the NetApp storage systems to EMC. Overall, the client was impressed by the services, costs, and experience of CXtec engineers. Both the parties signed a new contract wherein the bank decided to continue to get the maintenance services from CXtec for most of their assets, including the remaining two-thirds of

the bank's storage systems. This long-term partnership not just brought new opportunities, efficiencies, and success to the client, but also enabled the bank to recognize significant value on their Total Cost of Ownership while building a single vendor data storage infrastructure for all of their locations across the world. It also resulted in a significant reduction in the project upgrade costs estimated by NetApp.