

## ENGINEERED SOLUTIONS

A FINANCIAL  
SUCCESS STORY

# FAST-GROWING FINANCIAL INSTITUTION RELIES ON IT EXPERTISE

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Allen S.,  
Managing IT Officer

The financial industry’s adoption of emerging technologies has grown exponentially in recent years. In fact, timely implementation of new technologies is one of the primary drivers of industry competition. Technology is now evolving so quickly that the pressure to implement it before assessing and controlling risk is enormous. This makes the choice of technology providers especially important in this industry.

“Information security is the biggest thing for anyone in the financial industry,” said the client’s Managing IT Officer Allen S. “We are heavily regulated and this must receive primary consideration. Not all of the vendors that we have worked with take this into account, but ITsavvy knew this was a priority for us and put solutions in place to ensure that.”

### OVERVIEW

#### Industry

Financial

#### Client Profile

ITsavvy’s client is a subsidiary of a financial holding company headquartered in Iowa. The client has 26 locations and 45 ATMs in 19 communities throughout Iowa.

#### Business Situation

The client had an existing EMC Avamar backup solution in place that was running out of space. They needed a creative solution to scale the Avamar from 2 nodes to an Avamar grid.

#### Solution

ITsavvy furnished the utility node, a spare node, and another storage node to make a grid that the bank could set up at its disaster recovery site.

#### Benefit

- > Zero down time
- > No backups were missed
- > No risk to the business
- > Confidence of success: fully tested in ITsavvy lab

## About the Client

ITsavvy's client is a subsidiary of a financial holding company headquartered in Iowa. The client has 26 locations and 45 ATMs in 19 communities throughout Iowa. The bank owes its success to a winning combination of employees with passion, local commitment, and large-scale capabilities. Their goal is to develop trusted relationships, create positive experiences and build better solutions for their customers. The client's common stock is traded on the NASDAQ Global Select Market.

## Their Challenge

The client had an existing EMC Avamar backup solution in place that was running out of space. They needed a creative solution to scale the Avamar from 2 nodes to an Avamar grid.

As with all responsible financial institutions, they already had an excellent IT risk assessment program in place. ITsavvy collaborated with the bank to create an implementation plan that would be compatible with the program and enhance existing controls where possible.

ITsavvy's Senior Client Executive Ralph O. and ITsavvy's EMC engineer Jason B. worked closely with the client's Allen S. and Senior Systems Engineer Rory S.

"The initial contact with ITsavvy was for an EMC Avamar disk backup device," Rory explained. "We had Avamar products in place already but we were running out of space and needed to build a grid. I was looking for a vendor with EMC experience and VMware experience. After I spoke with Ralph, I did some research on ITsavvy and found out that they sold and did exactly what we wanted. I talked to our local EMC salesperson and heard good things about ITsavvy. ITsavvy also gave me references. After I made 3-4 calls to their clients and heard nothing but very positive comments I was sold."

## Our Solution

ITsavvy furnished the utility node, a spare node, and another storage node to make a grid that the bank could set up at its disaster recovery site. "They worked with us to develop a system design that would allow us to grow the Avamar environment we already had and do it in a cost-effective manner," Rory said.

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Rory S., Senior Systems Engineer

Jason worked with the EMC field/internal team to craft a solution that would convert the 2 nodes to a 5 node grid with as little downtime as possible.

“The 2 node grid was not originally designed to convert to a 5 node grid,” Ralph explained. “Also, we needed to come up with an implementation solution that wouldn’t miss any backups and would be fully available. A financial institution can’t have any downtime even with their backups. This is something that we fully understand.”

The ITsavvy team put all the backup data on one existing node and added the other existing node to the 3 additional nodes that the client purchased. Once they had that phase up and running, they replicated the data from the single node to the new grid. ITsavvy then added the single node to the grid as a spare device. This allowed 100% uptime and the scalability of moving to the 5 node grid.

But before even recommending this as an option to the client, Jason tested the migration process in ITsavvy’s internal labs using virtual machines. Then he outlined a detailed implementation plan so that everyone involved would know the required steps and processes before any work started. He gathered specific security requirements from Rory and included those in the planning. Jason was onsite during the implementation process and was able to monitor the environment remotely after it went live. The solution was a feat that had not been previously accomplished on an Avamar solution and all involved agreed that Jason executed it flawlessly.

## **Their Success**

“The results were excellent: we didn’t run into any problems,” Rory said. “They installed the newest version of the software on the Avamar; everything was planned and configured perfectly. I was concerned that we might have several down days where we couldn’t backup offsite, but there was hardly any disruption. It was definitely the most cost effective solution--they stayed within our budget.”

Ralph attributes the seamless implementation to thorough advanced planning and testing in the ITsavvy labs. “There wasn’t any guessing on our part,” he said. “You can’t do that with financial clients, who have the strictest business and regulatory requirements.”

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Ralph O., ITsavvy  
Senior Client Executive

“The results were excellent: we didn’t run into any problems. It was definitely the most cost effective solution--they stayed within our budget.”

“I would definitely recommend ITsavvy to other organizations. The customer service was excellent. They were on time, always on schedule, and answered any questions we had right away. They obviously have the right people, the knowledge and the resources to create the best technology solutions.”

Rory S., Senior Systems Engineer

Since ITsavvy quotes and implements professional services on a project basis, clients know the costs associated with the services upfront. "Our clients are convinced that ITsavvy has the deep expertise, intellectual capacity, and dedication to excellence to do whatever it takes to get the job done right without charging more," Ralph said.

Ralph and the rest of the ITsavvy team agree that the bank is an excellent client. "We especially like working with them because they are willing to look at logical options to solve issues not just what's in the manual," he said. "They are true collaborative partners that we greatly respect."

Rory said that he would definitely recommend ITsavvy to other organizations. "The customer service was excellent," he said. "They were on time, always on schedule, and answered any questions we had right away. They obviously have the right people, the knowledge and the resources to create the best technology solutions. Comparing them to some of the other vendors we've worked with, they really listened to us and didn't try to oversell. I think they worked hard to develop and install a solution that really fit our needs as a financial institution in the most cost-effective manner."

**FOR MORE INFORMATION,**  
please contact an ITsavvy Client Executive.

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## The ITsavvy Solution

### HARDWARE

- EMC Avamar utility node
- EMC Avamar spare node
- EMC Avamar additional production node

### SOFTWARE

- Upgrade to EMC Avamar 6.0

### PARTNERS

- EMC



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