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Ismar Marcos
IT Managing Director
Oliveira Trust

Oliveira Trust contracted Fujitsu cloud services to make it more efficient in relation to clients, as well as speed up its service and reduce internal costs.

At a glance

Country: Brazil

Industry: Financial

Founded: 1991

Website: oliveiratrust.com.br

Challenge

Oliveira Trust used a local infrastructure that had lost response capacity and did not allow customers external access to their financial services. The company needed a solution that offered security and guaranteed availability.

Solution

The location of the Fujitsu data centers in Brazil was an important criterion in the choice. Oliveira Trust started by hiring a cloud infrastructure from Fujitsu as a production environment for the applications it uses. It later acquired a disaster recovery environment that guarantees high availability.

Benefit

- External, secure client access to the service
- Shared environment across various company offices
- Greater processing speed
- Reduced investment in equipment
- Savings in maintenance, energy, and space
- Efficient use of human resources

Customer

Oliveira Trust is a financial market company founded more than 25 years ago. Starting as a fiduciary agent, the company's development led to it providing other services linked to this activity, such as fund management, safekeeping, consultancy for structuring operations, guarantees agent, recording titles and deeds for the funds market, and stocks and shares. It currently has R\$30 billion under management in investment funds and R\$25 billion in safekeeping, meaning availability and security are important for Oliveira Trust.

Products and Services

- VPH Virtual Private Hosted (Cloud Infrastructure as a Service - IaaS Cloud) in main data center, and secondary data center interconnected with disaster recovery (DR)
- VPH Development Environment (IaaS Cloud)
- Fujitsu Managed Infrastructure Services - Managed Backup Service, in accordance with Oliveira Trust policies, and software and cloud infrastructure for execution and backup disk storage

Challenge

The Oliveira Trust used its own local infrastructure, which did not allow customers external access, meaning all functions took place in the back office. In 2015, the Oliveira Trust felt it needed to have a cloud environment for its safekeeping service.

"The customer needs to control asset purchases and sales. Before this, it was done by email or letter, requesting redemption or application. Giving commands and consulting over the web is hugely facilitating, both for the client and for us, and we also don't get requests to send these reports by email," says Ismar Marcos, Managing Director, Oliveira Trust, who is responsible for information technology at the Trust.

Oliveira Trust decided not to have this infrastructure internally, but to hire a specialist outsourcer that could offer good processing capacity.

"We needed a company we could trust, with high security, that had an exemplary infrastructure, and which was able to test continuity and contingency, offer great support because our product can't be offline, and with good performance. We found all this in Fujitsu," confirms Ismar Marcos.

Solution

Oliveira Trust started by contracting the Fujitsu VPH Virtual Private Hosted (IaaS Cloud) service in the main data center, and a secondary data center interconnected with disaster recovery (DR), something that is very important for operating in the financial sector in Brazil. The installed solution offered 99.99 percent availability. Satisfaction with the performance after putting some of the automated products on the Fujitsu cloud infrastructure led to him suggesting the service to another software partner.

"It is a major supplier in the financial market, a leader in supplying risk software and is even used by the Central Bank of Brazil. They have installations close to the Fujitsu data center in São Paulo, they visited and liked it and they are working with Fujitsu," says Henrique Sismil, Director and Partner, Oliveira Trust.

Because the contract was directly with Fujitsu, the experience in terms of customer service is direct, which facilitates in problem resolution. "We have other cloud service providers because of software manufacturers and we have had minor problems. With these other providers, the contact is not so accessible, so we prefer Fujitsu," says Marcos.

The location of Fujitsu's data centers in Brazil gives greater confidence to Oliveira Trust in terms of information security. "With other providers, you don't know where the data is. If the information access law changes in this country, it all gets more complicated. For Fujitsu this is a major differential because it is in Brazil and this provides a better guarantee and more comfort in hosting the most critical information on the Fujitsu cloud," Marcos emphasizes.

Following this success, the Oliveira Trust has since contracted more services from Fujitsu, specifically the Manager Backup service and software and cloud infrastructure for disk backup storage, plus the VPH Development Environment (IaaS Cloud).

Benefit

The principal gain that Oliveira Trust obtained from its partnership with the infrastructure on the Fujitsu cloud was the possibility of opening up the service to customers. "Until then, there was no real chance of opening up externally unless it was monitored 24 hours a day to guarantee security. Today we have peace of mind about running in a more secure location than if we were open internally to customers," says Marcos.

Cloud operation has internal utility for the Oliveira Trust, which has an office in Rio de Janeiro and another in São Paulo. "As this is a cloud service, it doesn't matter if I'm working in one place or another, it all gets handled the same way. We ran contingency tests for a third office and we could access the servers normally from there," says the manager.

The infrastructure in the Fujitsu cloud increased system speed and reduced the amount of capital investment. "If you have an in-house solution, your initial investment will be very high because in this model you have to buy new servers. Going on the cloud reduces this greatly," says Henrique Sismil.

In addition, the company saved on maintenance, energy, and space costs, as well as other indirect costs, such as releasing human resources for other tasks.

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Email: fujitsu@br.fujitsu.com

Telephone: +55-11-3265-0880

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