Case Study
EOS IT Services

»The highly professional and fast support we have received from Fujitsu during our collaboration has always helped us a great deal, and is a key reason why we chose to work with this long-term partner«

Dr. Thorsten Kleinwort, Data Center Manager, EOS IT Services

The customer

Country: Germany
Sector: Financial services
Employees: 9,000 worldwide
Website: www.eos-solutions.com

The challenge

Installing a high performance and fail-proof storage solution for sensitive customer data with high availability and expandability, while retaining the existing virtualization software (DataCore).

The solution

DataCore storage virtualization solution implemented on FUJITSU Storage ETERNUS DX500 S3 with Intel® Xeon® processors and FUJITSU Server PRIMERGY RX500 S7 across two locations, providing the highest levels of security with low maintenance expenditure.

The customer

Headquartered in Hamburg, the EOS Group is one of Europe's leading providers of financial services outside of the regulated banking and insurance industries. The Group operates in 25 countries across the world. It is part of the OTTO Group and employs 2,100 people in Germany, including at EOS IT Services GmbH, which is responsible for all aspects of the IT landscape, primarily for the EOS companies based in Germany, but also elsewhere in Europe. EOS IT Services employs 140 people whose responsibilities include operating multiple data centers in Hamburg, developing the company's own financial software, Fidibus, and supporting 2,100 end-users in Germany and Europe from their Service Desk. Data protection and data security are key parts of the EOS business model when it comes to the preparation and processing of sensitive customer data.

The challenge

Dynamic company growth and legislative developments place high requirements on the company's IT system and how it processes a fast-growing volume of sensitive customer data. In 2011, EOS IT Services, Fujitsu and the Fujitsu SELECT Expert Partner antauris AG worked together to plan the extension and renovation of a data center in Hamburg. This data center went into operation in 2012. By 2013, the existing storage solution capacity had more than doubled. At the beginning of 2014, EOS IT Services contracted Fujitsu to design and implement a high performance, highly available and fail-proof storage solution with good scalability to store its sensitive customer data, in order to make the storage system, which had since hit its capacity limits, suitable for the increased demands of the EOS Group. EOS IT Services uses DataCore as its storage virtualization solution. As the company wants to continue using it in future, it had to be part of Fujitsu's concept for the new storage system.

The solution

Following an official tender process and testing, the company once again chose Fujitsu. Their solution not only stood out from the competition in terms of its excellent price-performance ratio, but also due to the excellent support Fujitsu had provided over the many years they had worked together. The storage systems in both data centers were modernized with four ETERNUS DX500 S3 storage systems and two PRIMERGY RX500 S7 servers. As the financial services provider manages permanent and fast-growing data volumes, the existing capacities needed to be doubled once again. Large parts of the existing storage hardware also needed to be replaced.

The benefit

- High scalability
- Excellent, extensive availability
- High levels of security with synchronized mirrored data storage across two locations

Products and services

- 4 x FUJITSU Storage ETERNUS DX500 S3 with Intel® Xeon® processors (each 422 TB)
- 2 x FUJITSU Server PRIMERGY RX500 S7

The benefit

With the four ETERNUS DX500 S3 storage systems, EOS IT Services is now perfectly prepared for the continued growth of the EOS Group. The availability of the data has also been improved with synchronized data mirroring. "In a disaster scenario, EOS IT Services is now able to give up a data center without actually losing any data. This means that restore times for business-critical systems are substantially shorter," says Volker Haack, Head of IT Operations at EOS IT Services.

Both the servers and the storage systems feature high-quality manageability tools (ServerView and ETERNUS SF Express respectively), which make installation quick and easy and also simplify administration.

Conclusion

With the new storage systems, EOS can process fast-growing volumes of customer data easily, and reaction times for spontaneous storage demands are considerably faster. "In 2013, the EOS Group acquired the claims management subsidiary of Deutsche Telekom, so EOS IT Services had to provide a large amount of storage space very quickly," says Dr. Thorsten Kleinwort, Data Center Manager at EOS IT Services. "It is clear that we have benefitted enormously from the excellent expandability of the storage solution as we were able to meet this increased demand for storage very quickly and easily." Due to its good experiences in implementing this project, EOS plans to continue this partnership.

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Dr. Thorsten Kleinwort, Data Center Manager, EOS IT Services

In collaboration with

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Contact
FUJITSU
Fujitsu Technology Solutions GmbH
E-Mail: cic@ts.fujitsu.com
Website: www.fujitsu.com/de
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