

Case Study

DEPFA

»We have ensured operational stability while radically restructuring our cost base without compromising quality of service. Our IT platform is now flexible and scalable ensuring DEPFA can meet business requirements and build for the future, in partnership.«

Michael McGillicuddy, Head of IT, DEPFA



The customer

Country: Ireland
 Industry: Financial Services
 Founded: 1922
 Employees: 250
 Website: www.depfa.com



The challenge

With the prospect of separation from its parent company, as mandated by the German government, DEPFA needed to build its own IT operating platform from scratch, covering all infrastructure aspects, data centre, telephony, networks and application support and development functions to support banking applications for trading and payments.

The solution

The company partnered with Fujitsu and local financial application specialist First Derivatives to design and deploy an entirely new IT architecture with data centre services in Germany, local and nearshore application support, helpdesk support in Poland, a secure Global WAN service and a desktop refresh for users in all global offices.

The customer

DEPFA is a Dublin-based bank with a network of international subsidiaries, including New York, Tokyo and Luxembourg, which specialises in providing financial services to the public sector. The company was originally founded in Prussia in 1922 and as of 19 December 2014, it became a 100 per cent subsidiary of FMS-Wertmanagement AÖR.

The challenge

DEPFA was part of the Hypo Real Estate Group (HRE), however, in 2014 the German government decided to spin off HRE's Dublin-based DEPFA bank and transfer its assets to state-owned FMS-WM institution. This necessitated the separation of all data as well as refreshing all systems and infrastructure within a strict timeframe to ensure DEPFA could operate as a standalone entity.

"Previously we had relied on HRE's infrastructure to deliver applications, services and support but we needed to become autonomous and develop our own IT roadmap," explains Michael McGillicuddy, Head of IT, DEPFA. "This had to support us not only in Dublin but also in New York, Tokyo and Luxembourg."

The company issued a tender and invited five vendors to propose a solution that would encompass every element of its infrastructure, including telephony, networks, application development, banking applications, trading and payments. Fujitsu teamed with local commercial banking application specialist First Derivatives to provide a blueprint for future services that ticked all the right boxes.

"Fujitsu had the most flexible, comprehensive technical solution that also took into account specific regulatory requirements for each market," adds McGillicuddy. "Within six weeks, we had agreed a 1,800 page contract that covered every aspect of the transition."

The solution

At the core of the solution is the infrastructure that supports DEPFA's day-to-day business. This is a dedicated physical platform hosted in two highly resilient Fujitsu Germany data centres with brand new server and storage capability providing significantly improved computing power to handle the latest applications.

From an application perspective, First Derivatives provided a skilled team of support and development personnel locally in Ireland, leveraging Fujitsu's service management toolset. At the same time, Fujitsu's Application Managed Service for SAP was delivered by Fujitsu UK. All of these services were migrated without disrupting daily operations.

The benefit

- Standardised IT operations enable cross-functional management for better performance
- Centralised console provides total visibility of every IT element for improved management
- Efficient and cost-effective infrastructure delivers business-critical applications globally without compromising quality of service
- For applications support, the onsite, local and near-shore resources ensure a responsive and optimised SLA-based operating model

"Fujitsu had six months to source and deploy €6m worth of infrastructure and we couldn't risk any failure as the knock on effects would be catastrophic," says Michael McGillicuddy. "Thanks to detailed project management and the ability to draw on resources globally, such as German data centre services and distributed support teams in Kazan, Russia and Lodz, Poland, we could keep everything up and running while we migrated each component."

That also included a total refresh of end-user devices in each of DEPFA's offices and the implementation of an online Cloud VoIP offering from Fujitsu called Cloud Connect Collaborate. As a result, DEPFA now has an entirely new and autonomous IT landscape with every hardware element and over 70 applications managed by Fujitsu and its partners.

"We trade in millions of dollars per day and, if we can't make collateral calls, the penalties would be extreme," continues McGillicuddy. "Fujitsu was able to build the application ecosystem in parallel over ten weeks to ensure zero downtime."

By blending the best of cloud-powered and on-site IT, DEPFA is embracing Fujitsu's hybrid IT approach, a cleverly architected and seamlessly integrated IT environment with the flexibility to adapt to changing business needs.

The benefit

DEPFA now has a more efficient and cost-effective infrastructure that delivers business-critical applications globally. The collaborative approach has improved performance across the board and provided the bank with its own tailored IT solution aligned with strategic operational objectives.

The use of standardised and industrialised IT operations for all services enables cross-functional management of both strategic IT Governance and tactical IT Service Management elements.

With this innovative and future-orientated model, Fujitsu is enabling lower ongoing operational costs for DEPFA.

Products and services

- 2 x FUJITSU Server PRIMERGY BX900 Blade Chassis
- 38 x FUJITSU Server PRIMERGY BX920 S4 Blades
- 2 x FUJITSU Server PRIMERGY RX600 S6 rack servers
- 10 x FUJITSU Server PRIMERGY RX2540 rack servers
- 2 x FUJITSU M10-1 Server running Oracle Solaris
- 6 x FUJITSU M10-4 Server running Oracle Solaris
- 2 x FUJITSU Storage ETERNUS DX8700 S2
- 1 x FUJITSU Storage ETERNUS CS8000
- 78 FUJITSU LIFEBOOK E744 & port replicators
- 200 ESPRIMO E720 E90+
- Fujitsu's Application Managed Service for SAP
- Local and nearshore application support
- Helpdesk support in Poland
- Secure Global WAN service

"We have enhanced stability while reducing costs without compromising quality of service," says McGillicuddy. "Our IT platform is now flexible and scalable ensuring DEPFA can meet business requirements and build for the future, in partnership."

From a user perspective, applications run more quickly and requests are processed faster, making employees more productive. They also have the benefit of new desktop devices which are better equipped to handle the pressures of the trading floor.

"One of the most impressive achievements is that we were able to undertake this enormous project and still meet the government-mandated deadline," comments McGillicuddy. "Fujitsu has also provided an extensive toolset which compliments an experienced and dedicated service team ensuring visibility of every part of the IT architecture and that transparency makes management easier."

Conclusion

Now that DEPFA has a resilient, high-performing and fully supported hardware and software environment, it is looking to other areas where it can improve the business. Next on the list is the upgrade of the Summit Banking application as well as updating the underlying Windows and Linux operating systems.

"Fujitsu has proven it can get the job done efficiently and on time at a fair price," concludes McGillicuddy. "It has pulled all the elements together, from data centre services in Stuttgart to helpdesk operations in Lodz and Global Service Management in Kazan. Fujitsu has expertly managed every aspect to deliver a comprehensive world-leading solution.

"Fujitsu has the global reach and local knowledge to ensure the success of this ambitious project. We are now well positioned to excel as an autonomous financial institution."

Michael McGillicuddy, Head of IT, DEPFA

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