

## CASE STUDY

# Fiserv, Inc. Improves Backup Performance and IT Productivity

### Industry

Financial Services

### Challenge

IT personnel lacked visibility into the effectiveness of their data protection environment; internal backup and recovery monitoring scripts proved to be a time-intensive and expensive stop-gap solution.

### Results

- Improved backup performance
- Optimised use of resources
- Increased staff productivity with the ability to focus on more strategic projects
- Improved manageability and troubleshooting of TSM servers
- Enhanced TSM monitoring with comprehensive, in-depth view of TSM servers across data centres— for easier troubleshooting, better manageability and usability

### Products

- Rocket® Servergraph

### Application

- Backup Monitoring and Reporting

## Company

Headquartered in Brookfield, Wisconsin, Fiserv, Inc., (NASDAQ: FISV) provides information management systems and services to the financial industry, including transaction processing, business process outsourcing, and software and systems solutions. The company serves more than 15,000 clients worldwide, including banks and insurance organisations.

## Challenge

Reliable data backup and disaster recovery protection are essential to Fiserv's business. Disaster recovery is an especially important issue in the financial industry, where operations often span multiple locations and include a variety of software installations. Critical interdependencies mean that problems occurring in local systems can create vulnerabilities at geographically remote facilities. Ensuring that security measures were properly enforced was just one of the array of challenges the company faced.

For several years, Fiserv relied on home-grown scripts to monitor its servers housing data protection applications. The team collecting the data from these scripts had to carefully parse and re-input the data into spreadsheets before it could be shared with other employees. This time-intensive approach slowed communication and increased the company's cost of managing IT processes as well as critical equipment and applications. Equally important, the scripts did not provide the visibility or level of detail necessary to confirm that data protection services were meeting business objectives.

Fiserv needed a way to protect its data and ensure 100 percent successful backup and recovery processes. To be effective, any new monitoring solution would have to work across multiple systems and complex environments in real time while integrating well with IBM® Tivoli Storage Manager, a key component of Fiserv's server management. Any prospective solution would also need to alert personnel to backup process issues immediately, enabling them to proactively identify and resolve potential problems before they affected performance and user experience.



## Solution

After assessing its various requirements, Fiserv selected Rocket® Servergraph to provide notifications, capacity planning, and identification of trends across the company's hundreds of servers.

## Results

After deploying Rocket Servergraph, Fiserv noticed immediate improvements in backup performance. Relying on a “single pane of glass,” the company now has in-depth and comprehensive views of their entire backup infrastructure. They can quickly identify and drill into issues, as well as isolating resource hogs while taking real-time action to avoid lapses that might carry serious business or legal consequences. Backup processes that used to take several hours manually were reduced to just minutes with Servergraph's automated reporting and alerting. The company estimates they now save 30 or more hours of backup time per week.

On the reporting side, Servergraph dashboards meant that Fiserv IT staffers no longer had to spend hours massaging granular data into complex spreadsheets in order to share it with other staff members. Servergraph reporting capabilities make all the information available in web-based reports that can be emailed to users on a regularly scheduled basis or accessed on-demand. Most importantly, the reports are now easily customised to deliver only the data a particular team member needs—whether it's device-level or application focused trends or a high-level summary report for management.

Fiserv documented they were able to reduce everything from capacity planning time to administration costs to network latency, improving performance of the overall system. The costs savings were also significant in terms of personnel productivity. By automating former manual tasks and processes with Servergraph, Fiserv saved two backup administrators eight hours each every week. This additional time is now re-prioritised on more strategic IT projects and initiatives.

“*Servergraph helped us switch gears from doing reactive backups to proactive data protection. We can now easily see what's not working, what's redundant – and that saves us a lot of time and money on both hardware and operations. Performance and resource utilisation are key to system administration, and Servergraph allowed us to see positive results immediately.*”

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