



CASE STUDY

Postbank

Reduces Costs and Complexity of Delivering Better Service with Informed Capacity Planning

Industry
Banking

Challenge

Quickly identify and address storage issues while proactively managing capacity planning to avoid last-minute purchases

Results

- Streamlined budget forecasting through improved capacity planning
- Improved oversight of SLA compliance facilitates problem resolution 50% faster, delivering a better customer experience
- Reduced time needed to produce reports by 50%, saving 310 man-hours annually

Products

Rocket® Servergraph

Application

Capacity planning; SLA reporting

Company

Postbank merged with Deutsche Bank in May 2018 to become the market leader in the German banking sector. Together, Deutsche Bank and Postbank are realigning their businesses to focus on both private and commercial clients. The combined entity manages more than 20 million clients and 325 billion euros in business volume.

While Deutsche Bank is focused on providing advisory services to clients, Postbank will cover day-to-day banking needs.

Challenge

Creating one bank with two established brands requires Postbank to have an IT infrastructure that can continue to meet its clients' evolving needs. Today, the IT team acts as a service provider to various branches, responsible for IT needs, connectivity, and reporting.

Postbank maintains approximately 3,500 internal ISP clients across 2,500 physical servers and 1,000 virtual machines. Approximately 8 petabytes of information reside within this ISP environment.

Until recently, Postbank relied on manual processes to identify backup storage and capacity issues across banking branches. Not only was this approach time-consuming and complex; the IT team also found it difficult to diagnose problems and deliver actionable system-wide reporting.



Postbank implemented an SNMP monitoring tool to gain additional visibility, but it only showed jobs that had stopped running and did not provide any context. The IT team had to pull data into Excel every day in order to generate the availability and predictive reports required for effective troubleshooting; additional data manipulation was required to create specific regional and departmental reports. These manual processes were not only error-prone but also required the team to run a VBA script to constantly check the calculations, taking several hours a day to complete. This solution did not allow the Postbank team to address any ad hoc questions, and it often took staff 4-5 hours per day to gather and review the data needed to address ongoing queries from management.

Solution

Postbank evaluated several possible solutions in an attempt to streamline reporting and institute more proactive troubleshooting. One was a local German option that only reported on Spectrum Protect; however, Postbank recognized it would still face challenges isolating potential performance issues if the problem was not associated with an IBM® device. Additionally, the prospective solution did not ship with the ability to build custom reports, making it harder to deploy and generate the critical reports management required. These gaps prompted Postbank to evaluate (and ultimately purchase) Rocket® Servergraph in early 2018, deploying it in two locations that represent 80 percent of total infrastructure. Chris Zink, Senior IT Solutions Engineer for Postbank, explains “One of Servergraph’s key advantages is its support for multi-vendor environments, including its enhanced IBM Spectrum reporting.”



Results

The Servergraph dashboard offers many pre-packaged reports that provide visibility into key functionality including backup status and capacity issues. This capability allows the IT team to quickly create both scheduled and ad hoc reports to proactively answer management questions.

Servergraph has enhanced Postbank's capacity planning processes, allowing the bank to more easily determine storage needs and align them with budget considerations. With one central view of incident handling, Postbank can also ensure that a storage or capacity-related incident does not turn into any downtime or lost revenue. Automated daily backup reports and alerts allow the team to be more proactive in isolating and resolving a problem before it affects the business. Servergraph robust reporting capabilities also make it easier to document adherence to SLAs while showcasing quarter-over-quarter improvements to management.

"It used to take me hours to try to evaluate backup information. Poring over an Excel spreadsheet was very time consuming," says Zink. "With Servergraph's automated reporting capability, I can easily and quickly review numerous reports and supporting information that helps me make strategic decisions about capacity and spending—all while sipping my morning coffee."

The IT team is also leveraging Servergraph reports to more easily document compliance for audits as well as internal SLAs. In particular, a packaged report that documents successful back-ups addresses common audit requests, and has reduced overall audit preparation time.

The team managing backup processes is now able to spend 50 percent less time creating reports and fielding management inquiries. Staff members are freed to focus on more productive activities, resulting in a potential savings of 310 man-hours of work per year.

"We needed a robust reporting system that did more than just report on IBM Spectrum Protect and the connected storage devices. Rocket Servergraph delivers that capability, providing maximum reliability and enabling us to achieve profitable and sustainable growth," concludes Zink.

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Deploying Rocket Servergraph has allowed us to much more accurately manage our strategic capacity planning.”

Lena Horbach,
Capacity Manager,
Postbank



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