

# Case Study.

## CAE builds an infrastructure with Standard Bank to deliver real benefits from virtual technology.

Presented with the opportunity of a new building, to accommodate rapid growth, Standard Bank adopted the latest BREEAM building environmental standards to construct a world class facility.

Every aspect was considered and CAE was on hand to help innovate and use the latest technologies in order to maximise the benefits of reduced power, space and management costs whilst improving security, continuity and business efficiency.

A Virtual Desktop Infrastructure (VDI) from VMware and Wyse was the foundation of a project that acts as the basis for immediate and future business benefits.

### Key Facts

- A leading African banking group, South Africa's largest bank
- Operates in 33 countries worldwide with more than 50,000 people employed worldwide
- Assets exceeding US\$162 billion [Y08]
- London is the Headquarters for the International division

# Case Study.

# Standard Bank

**CAE builds an infrastructure with Standard Bank to deliver real benefits from virtual technology.**

## The Challenge

After outgrowing its existing London head office, Standard Bank signed a lease for a new building close to the centre of the City of London. With the deadline of the move to the new facility in Gresham Street just twelve months away, the bank's IT team had a tight schedule to design and deploy complete systems.

In addition, a target was set to achieve an excellent rating under the exacting standards of leading environmental assessment for buildings methodology, BREEAM.

With such an elevated focus on the environmental features of the building, the IT department needed to consider how they maximised energy efficiency throughout the solution.

A significant initial obstacle was the building air conditioning as Joel King (Standard Bank's Infrastructure Architect) explains "Two floors had air conditioning that was designed for one person per 10 square metres. But we needed to have one person per 7 metres, which meant that we had to find a way of reducing the heat outputted by the office IT and power supply."

The Bank could have replaced the existing air conditioning, but this would not have been in keeping with the building environmental specification. The IT department ensured that every option was being considered, including an assessment of the power consumption of the necessary desktop computing environment.

Having already started to see benefits from virtualisation, introduced by CAE in other areas of the business, it was time for the Bank to take the step into desktop virtualisation with an already trusted partner.

## The Solution

With an existing PC based infrastructure CAE was engaged to manage the move towards thin computing supported by virtualised software solutions.

Following the successful deployment of server virtualisation by CAE and an historic strength of relationship, the Bank could be confident that CAE would deliver the project within the tight timeframe and provide the support needed for a deployment of considerable size and status.

**Assessment:** CAE's highly skilled and experienced virtualisation consultancy team undertook a virtual desktop infrastructure assessment.

Incorporating a high level review of the technologies required, bringing together elements from VMware and Wyse, a full appreciation was gained of the critical success factors of a VDI project.

This was translated to a return on investment model that illustrated cases from both cost saving and business efficiency benefits.

CAE worked closely with its partners VMware and Wyse to design an infrastructure for the Bank. Everyone worked closely together to ensure the project's success, backed by the Bank's IT team.

## Important Considerations:

- Reduce power consumption to meet the requirement for building environmental standards
- Reduce support costs
- Reduce datacentre costs
- Improve disaster recovery processes
- Support increasing demand for remote working

## Services delivered:

- VDI assessment
- High and low level designs
- Extended pilot and user testing
- Onsite Project Management
- Dedicated virtualisation expertise for project duration

**Design:** The final design integrated a 10 Gigabit Ethernet network and HP C class blade chassis through to a desktop environment populated with Wyse terminals. In a competitive technology area with frequent upgrades and releases the design represented a seamless, scalable and future proof solution but nothing would be taken for granted and proof would come in the testing.

**Pilot Phase:** Considerable commitment was shown by all parties to run an extended pilot of the technology. The Bank selected representatives from across the organisation in order to test multiple build images and performance in a number of different operating scenarios.

CAE was constantly at hand to address issues as they arose and build a quick understanding of how the system could be deployed without causing any disruption to existing business practices.

The time spent at this point of the project was crucial in ensuring success and was only made possible by the dedication and meticulous approach from Bank personnel and CAE engineering.

**Implementation:** The success of the pilot meant that the IT department could be confident of the schedule for the office move.

With a foundation established, roll out into the live environment had no business impact, saving valuable time and eliminating the occurrence of any errors.

Final physical delivery took place over several weekends to ensure the Bank's 24x7 operations were not disrupted.

**Technical support:** Throughout the project and following deployment the Bank could call on CAE's virtualisation team for technical support. The onsite team delivered rapid response and were supported by an escalation process that addressed any issue alongside Bank resources.

## It works

Within the timescales set for the move VDI had been deployed to 80% of all London based personnel, exceeding expectation of the reach and savings anticipated by the Bank.

The Gresham Street facility combines substance and style with technology coupling a BREEAM rating of excellent with real savings and business efficiency.

Joel King, Standard Bank commented "VDI has transformed the role of IT within the business. Centralised management of desktops has enabled us to halve the time and money we previously invested in IT support and to prioritise the strategic projects which drive business growth. The remote working benefits of a virtualised desktop environment have been welcomed by staff and helped the business adopt more flexible working practices."

Richard Behan, CAE's Major Accounts Director summarised the overall project commenting "It is a great pleasure to work with a long established customer in delivering such a crucial project. CAE was able to provide leading edge technology to a leading edge bank. The result will be Standard Bank achieving its well deserved recognition as a top industry player."

## Technology deployed:

- VMware View Manager
- VMware View Composer
- VMware ThinApp
- VMware VI3 Infrastructure
- VMware DRS
- VMware vCenter
- Wyse V10Ls Thin Clients

## Benefits:

- Power costs reduced by 50%
- Power consumption reduced by half
- Reduction in related IT support costs of 45%
- Savings estimated at more than £400,000 per year
- Recognition for the Bank to achieve Tier 1 status
- BREEAM excellent rating for building environmental standards

## **CAE Technology Services**

CAE is a leading IT value added reseller offering a unique combination of solutions and services in all core infrastructure areas, including networking, data centre, virtualisation and client. Recognised by industry awards and as one of the best companies to work for by the Sunday Times, CAE has a demonstrable track record of technical excellence and outstanding customer service.

Our knowledge. Your business.

**It works.**