



KEY HIGHLIGHTS

INDUSTRY: FINANCE



**CHALLENGE**

- Reduce desktop management support costs
- Achieve power consumption targets required for office move
- Support increased and more reliable remote working
- Reduce datacenter costs
- Improve business continuity and disaster recovery processes

**SOLUTION**

- VMware View enables IT department to run desktops from the data centre
- VMware Infrastructure consolidates server estate and provides high availability for applications

**RESULTS**

- £400,000 per year overall saving achieved
- Power costs cut by 50%
- Desktop support costs cut by 50%
- Server consolidation ratio of 10:1
- Redeployed and avoided purchase of 140 new servers

**VMWARE AT WORK**

- VMware View Manager
- VMware View Composer
- VMware ThinApp
- VMware VI3 infrastructure
- VMware DRS
- VMware vCenter

*“VMware has transformed the role of IT within the business. Centralised management of both the desktop and server infrastructure 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 virtualized desktop environment have been welcomed by staff and helped the business to adopt more flexible working practices. In addition to achieving our initial aim of meeting our green targets, we’ve realised a host of additional benefits which have delivered rapid ROI. We estimate we save £400,000 per year by virtualising our desktops and servers.”*

Joel King, Infrastructure Architect, Standard Bank

## Standard Bank

Standard Bank is a leading African banking group focused on emerging global markets. With assets exceeding US\$162 billion [Y08], it is the largest banking group in Africa (by market capitalisation) and operates in 33 countries worldwide. Standard Bank established its London office in 1992, and it now employs over 1000 staff, serving as the hub from which the firm manages all its international operations outside Africa.

Originally Standard Bank invested in VMware server virtualisation technology because it wanted to cut down on server sprawl, reduce the amount of new server hardware it had to buy and reduce its power costs. The bank had also experienced a number of server outages from which it took time to recover, and resulted in unscheduled downtime to the business.

Working with VMware, it has achieved a server consolidation ratio of 10:1, enabling the redeployment or avoiding the purchase of over 140 new servers as a result. The decline in server sprawl has also negated the need to spend money on enlarging existing data centres or invest in wholly new facilities. By deploying VMware’s business continuity and disaster recovery solutions, the IT team has significantly enhanced the bank’s IT availability. “VMware provides us with the platform to seamlessly replicate servers which run critical business applications between data centres,” says Joel King, Infrastructure Architect at Standard Bank. “With a virtualised data centre environment, if there was a problem with a server or application, it would now only take us a few minutes to get everything back up and running.”

Following the success of its server virtualization program, Standard Bank began looking into the potential benefits of desktop virtualisation. Having experienced significant growth in the UK over the last 17 years, Standard Bank was seeking to move offices and the IT team was tasked with ensuring the company made best use of the work space available and kept power and cooling costs to a minimum. The IT department estimated that with a traditional PC work environment, each employee was effectively responsible for producing 400W of heat. However in order to meet the requirements of their new office, this number would need to be halved. Standard Bank identified desktop virtualisation as the technology that could achieve this as well as delivering a range of other significant benefits.

Having assessed all the options available, Standard Bank selected VMware View as its’ desktop virtualisation platform and rolled this out to the majority of their 1,000 users. “It was important for us that we invested in something that was future-proofed and easily scalable,” says Joel. “The implementation project, though large-scale, was easy to handle and we received excellent

support from the VMware team. Choosing VMware across our back and front end infrastructure meant that the two integrated seamlessly, providing additional functionality we would not have received from standalone products. Virtualising our desktops has enabled us to reach our energy consumption targets for the new building and reduce our projected energy costs by 50%”

Green savings, however, were just the first of many benefits that Standard Bank has experienced through implementing View.

Standard Bank has a very dynamic end user community. To support a steady stream of new hires, constant physical moves due to a fluid team structure and frequent remote access requirements was a constant, laborious and costly desktop management headache. Standard Bank’s IT team was spending a significant amount of its time reacting to individual desktop issues and moving PCs. In addition, company wide maintenance and upgrade projects were time consuming.

“View’s centralisation of desktop management has cut the amount of time spent on IT support by an estimated 50%,” says Joel. “Provisioning a machine for a new joiner now only takes a few minutes, and users can easily move desks to join new teams without worrying about whether a different computer will have all the right applications in place. The time we previously spent on provisioning new machines, managing problems on individual PCs and carrying out PC by PC maintenance, can now be put into driving forward IT projects more essential to the growth of our business.”

As part of the View deployment, Standard Bank adopted VMware’s ThinApp technology to virtualize key business applications including Microsoft Office, Adobe Reader, Reuters Messenger and AutoCAD and deliver them to the end-user desktop. This has enabled the IT team to radically decrease the time spent on the deployment, upgrading and patching of all of its key desktop applications.

*“By centralizing our management of the desktop, we estimate we have cut the amount of time we spend on IT support by about 50%. VMware View gives us the control and flexibility we need to fix issues more quickly, and has dramatically reduced the time we spend on everyday IT jobs including patching, upgrades, infrastructure changes, brand updates, license management and much more. The seamless integration of View with our existing VMware data centre virtualization technology has radically improved our business agility and made our day to day jobs so much easier”*

Paul Cotgrove, Infrastructure Architect, Standard Bank.

## Results

- Centralised desktop management reduces IT support time and costs by 50%
- Desktop virtualization supports fluid team structure and increase in remote working
- Move to thin client model supported by desktop virtualization halves power consumption
- Achieved consolidation ratio of 10:1
- Significantly reduced downtime for applications using VMware HA

## DEPLOYMENT ENVIRONMENT

### Desktop virtualization

- HP Proliant BL680C 64GB Servers
- Hitachi USPV 8TB
- Windows XP Professional SP3

### Server virtualization

- HP Proliant DL385 G5
- HP Proliant DL360 G5
- Windows 2003 Standard SP2
- Windows 2003 Enterprise SP2

## APPLICATIONS VIRTUALIZED ON SERVER

- ACBS
- Xenomorph
- Blackberry Enterprise Server
- Assyst
- Xceptor
- Thunderhead
- McAfee
- Trend Officescan

## APPLICATIONS VIRTUALIZED WITH THINAPP

- Microsoft Office 2003
- Microsoft Office 2007
- Java (All versions)
- Front Arena
- Swift
- Intellimatch
- Business Objects
- Reuters Messenger
- Reflections X
- AutoCAD
- Veritas Enterprise Administrator
- Windows 2003 Admin Pack

It is not just the working practices of the IT team which have improved. With remote working becoming more widespread within the company, the flexibility afforded by desktop virtualisation with a single view of all applications and data in a familiar, personalized environment on any device, at any location, has proved very popular with staff. In fact some staff who had not initially been assigned a virtual desktop have asked for one to replace their PC.

Business continuity capabilities have also improved. "When heavy snow in London caused major travel disruption, many staff tried to work from home but unfortunately our previous remote access facility couldn't handle these volumes and suffered an outage, which was very frustrating and problematic for our end users," explains Paul Cotgrove, Infrastructure Architect, Standard Bank. "The vastly improved remote access provided by View has not only helped the business extend its use of remote working, but also means we have significantly enhanced our business continuity strategy."

Centralized desktop management has also brought benefits in other areas, most notably security and disaster recovery. Having greater visibility of end user machines means that, should the IT team notice any abnormal behaviour that could constitute a security threat, they can gain instant remote access to the end user desktop to investigate and react quickly to any potential issue. Similarly, with information now stored centrally rather than on each individual PC or laptop, the risk of data loss has also been drastically reduced, and recovering after any major outage is far easier to manage. The increased control over its information has helped Standard Bank to improve its already rigorous security standards.

The bank has maximized storage efficiencies by using VMware View's linked-clone de-duplication technology. Paul explains: "Unlike other solutions, View doesn't require us to stream the desktop operating system from one 'golden' image to multiple clients over the network. Instead, it allows us to rapidly create desktop images that share virtual disks with a master image to conserve disk space and streamline management. This was a much better fit for our business and has enabled us to avoid the further investment needed to increase the bandwidth of our network."

Since embarking on its desktop and data centre virtualisation project, Standard Bank has achieved rapid ROI. "The benefits of desktop virtualisation have been felt not only within the IT department but across the business," says Paul. "Importantly, we have achieved our initial targets of cutting energy costs and emissions by 50%. However, on top of this, our disaster recovery and business continuity capabilities have improved, our data security is tighter than ever and the flexibility provided by desktop virtualisation means we are far more agile as a business."

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