

CUSTOMER PROFILE



Virtualization helps finance company cut operational and maintenance costs by 15 percent

Challenges

- Deliver 24x7 service availability
- Lower IT costs
- Tailor products to customers' needs

Solution

- EMC Documentum
- VMware

Key benefits

- Maintenance and operational costs cut by 15 percent
- Faster time to market
- Digital documents that comply with document archiving legislation and are much easier to manage and quicker to trace

Established in 1985, Cetrel SA operates an efficient e-money hub that processes payments quickly and securely and covers all transaction points for financial institutions across Europe. With a proven availability rate of more than 99.93 percent, Cetrel technology manages card payment processes across 430 ATMs and over 12,000 point-of-sale devices, making electronic payments safe and reliable for banks, merchants, and ultimately, consumers. On peak days, the company authorizes more than 360,000 card transactions.

24x7 service for a 24x7 industry

Cetrel's services must be available 24x7. "We have an obligation to our customers to be up and running at all times," says Manuel Fischer, CIO at Cetrel. "The bank card business is a typical 24/7 industry. Unplanned downtime has to be avoided at all cost."

With more than 500 transactions a minute and a daily average of 180,000 authorizations, Cetrel is best known for its activities in the bank card industry. However, the company also offers other services such as business process outsourcing, application management hosting, security management, data management, and data integration services for the financial services industry—another reason why Cetrel's infrastructure has to be available, reliable, and flexible at all times. And just like any other organization, Cetrel wants to keep costs as low as possible.

EMC delivers the solution

Cetrel has been an EMC® customer since 2000, when they purchased their first EMC Symmetrix® system. Today, Cetrel also uses EMC CLARiiON® for its tier-2 storage and EMC Centera® for archiving. EMC Documentum® and VMware® products now add virtualization to the picture.

"We have virtualized almost all our servers for production, testing, and development. Our storage capacity has been expanded to 20 terabytes," says Fischer. "EMC Documentum is helping us archive all our paper documents such as contracts and account information that we send to the banks. Our archive is for internal use, for example, by the commercial department. The digital documents in Documentum comply with document archiving legislation and are much easier to manage and quicker to trace than documents in a paper archive. It is also easier to exchange information internally."

Better, quicker customer service

VMware helps ensure that customers receive better and quicker service. "VMware helps us shorten our time to market," explains Fischer. "Since we provide bank card services tailored to the needs of our customers, this is very important for our business. We also manage different projects for the Public Key Infrastructure of Luxembourg. Our virtualized infrastructure enables us to free the necessary capacity for new projects or to create a test environment without having to install physical servers that have to be integrated in our network. Virtualization also makes it easy to perform updates or changes and to return to an older version if needed. Moreover, the maintenance costs are much lower, and our failover is much more reliable than with a physical server infrastructure. Overall, our operational and maintenance costs have been cut by about 15 percent."



Optimal security for a business-critical environment

Optimal security is crucial for Cetrel's business. "We have two data centers, and our whole infrastructure is redundant without a single point of failure. If a problem occurred anywhere in our infrastructure, another system would always take over. We use EMC technology for our business-critical environment because we are satisfied with the quality of the products and services. EMC always tests its products extensively before they are brought to the market. The right choice of supplier is very important for us. Our market position is based on our capability to deliver high quality and affordable services with a short time to market. That's why the underlying technology is so important," concludes Fischer.

"With EMC Documentum, digital documents comply with document archiving legislation and are much easier to manage and quicker to trace than documents in a paper archive."

Manuel Fischer, CIO

Take the next step

To learn how EMC products, services, and solutions help solve your business and IT challenges, contact your local representative or authorized reseller—or visit us at www.EMC.com.



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