



### Solution at a Glance

Design and deployment of an enterprise, robust, scalable and multi-platform data storage solution for international financial services firm.

### Technology Deployed

- Veritas NetBackup
- Veritas Virtual Backup
- StorageTek tape backup library



*Stockage de données  
et continuité d'affaires*

*Sécurité*

*Horizon, Infogérance des TI*

*Communications IP*

*Infrastructure de réseaux*

*Gestion des systèmes entreprise*

*Help Desk « à la demande »*

*Solutions d'affaires*

*(ACTION, Microsoft Business  
Solutions, Oracle)*

*Service et soutien technique*

*Placement des ressources d'appoint*

*Formation*

**ESI Technologies inc.**

Montréal et les environs :

(514) 745-3311

Partout au Canada :

1 800 260-3311

[info@esitechnologies.com](mailto:info@esitechnologies.com)

[www.esitechnologies.com](http://www.esitechnologies.com)

### Company

With over 250,000 customers, \$2.5 billion in total assets, the Company has had exceptional growth since it began operations in 1997. The Company's offices and operations are located in Toronto and Vancouver. The Company is a subsidiary of one of the world's largest financial services firms with banking and insurance assets exceeding \$800 billion. All told, this group employs over 90,000 people in more than 60 countries.

### Challenge

Rapidly growing demand for their online and telephone banking services coupled with a foray into the automated banking machine space resulted in an exponential increase in the amount of information passing through its databases. As such, the Company needed an enterprise ready, robust, scalable and multi-platform data storage solution to manage and protect this influx of data while supporting their existing technology infrastructure. As a virtual bank, the integrity and security of its electronic data is absolutely critical to ensuring outstanding customer service and value.

As the Company continues to grow in Canada, adding new service offerings such as automated banking machines, a dynamic storage management solution that will grow with its needs while supporting the current IT infrastructure was absolutely essential.

The customer's specified requirements included:

- Integration as part of a robust disaster recovery plan
- Single point of control
- Ease of administration with local and remote management capability
- Centralized secure tape automation
- Support for all enterprise platforms
- Capacity for seamless expansion to support business growth

### Solution

In collaboration with Veritas Software, ESI's Data Storage & Information Management Group designed and implemented a solution that met the customer's requirements. Data from all servers are now backed up to a StorageTek tape library using Veritas's NetBackup and Virtual Backup software. The solution provides users with uninterrupted access to all their pertinent information. Now, the customer can easily protect, store and retrieve this information without affecting the quality, efficiency, availability or scope of banking services offered. And with the addition of ABM technology to customer's list of services, the solution will ensure continued service excellence to its growing customer base.

### Result

By deploying Veritas NetBackup and Virtual Backup over its 40 servers, the Company has cut its backup time by almost 70%, manages over a Terabyte of data on a weekly basis and performs hot backups on their front-end Oracle database without interrupting their 24-hour-a-day services. The customer now delivers exceptional customer value providing real-time client tracking, unparalleled availability of information, and a call centre that functions 24x7 without any worry of outages.

### About ESI Technologies

ESI Technologies is a leading mission critical infrastructure integrator and software solutions developer in Canada. ESI specializes in the development, integration and support of quality IT solutions that ensure the availability, security, management and performance of critical data, applications and networks. As well, ESI develops software solutions tailored to our client's specific business needs and offers integrated business management solutions such as Action, MBS and Oracle. ESI Technologies is headquartered in Montreal, with offices in Toronto and Quebec City.