

Hewlett Packard & Bank of Ireland: Transformation: Migrating the BOI Branch Network from Windows NT to XP/2003.

Daysha
Consulting

Daysha Consultants have been working with Bank of Ireland for more than 10 years and have extensive knowledge of the hardware and software infrastructure. As such we were a natural choice when it came to updating the infrastructure in the HP Transformation project.

Situation

Summary

In 2003, the Bank of Ireland outsourced management of its IT infrastructure to Hewlett Packard (HP). At the time the Bank of Ireland's infrastructure was essentially using outdated and in some cases technology which was no longer supported by vendors. HP undertook to change this and developed a fully supported IT infrastructure. This project became known as the Transformation Project, a project in which Daysha resources played key roles.

In the case of the BOI retail branch network, the challenge was to move the infrastructure to the new HP solution with minimal disruption and downtime to each branch. This was achieved and the final branch was transformed in April 2008. Daysha was responsible for designing and implementing the technical solution to migrate the branches to the new infrastructure.

Customer Profile

The Bank of Ireland is a Financial Services Group with their headquarters in Dublin and operations located around the world. BOI has business in Asset Management, Retail Financial Services, Capital Markets, and UK Financial Services. Bank of Ireland has an impressive financial track record, with at least 15 years of consecutive profit growth and a low risk, strong capital base.

Solution Overview

Customer Profile

- Name: Hewlett Packard & Bank of Ireland
- Location: Dublin, Ireland
- Sectors: Financial Services

Objectives

To migrate the entire Bank of Ireland retail banking infrastructure from a Windows NT platform to Windows XP and Windows 2003 Server platform, and to do this without disruption to customers.

Daysha Services Used

- Project Management
- Infrastructure
- QA
- Service Integration

Benefits

- The Bank of Ireland retail sites are now running on a fully supported platform, so the level of risk and number of outages have been significantly reduced.
- Increased productivity due to the reduction in downtime.
- Increased staff satisfaction with the IT systems
- Better security.
- Reduced TCO through standardization of desktop and server hardware and software platforms.

Problem

Context

Bank of Ireland relies on its IT systems to support its retail banking operations to deliver the best possible level of customer service and confidentiality. Their issue was that the existing Microsoft NT 4.0 based systems could not support the ongoing development of the organization's business applications. And, this system was no longer "officially" supported by Microsoft. This posed considerable risk in the event of any system failure.

Each branch runs its own local server and workstations through Windows NT 4.0, where they host a variety of bank branching applications.

Objectives

The challenge was to design a solution which could be used to migrate the BOI branch infrastructure to the new hardware and software platform with minimal disruption to banking operations. Following this we provided project management and technical staff to deploy the new solution to over 300 branches in the Republic of Ireland.

Finding the Right Partner

Because Daysha have been working with Bank of Ireland and Hewlett Packard for over 10 years, Daysha was familiar with its banking applications and current infrastructure and was able to provide quick and reliable IT expertise and domain knowledge for the transformation project. Daysha was responsible for the technical design and implementation of the solution for HP and Bank of Ireland. Daysha also provided experienced resources who were involved in the project management and rollout of the solution.

So Daysha were chosen to do the technical design and implementation of the solution for HP and Bank of Ireland. Daysha also provided experienced resources who were involved in the project management and rollout of the solution.

Daysha has the experience and capability to create IT infrastructures that can be implemented quickly and reliably. The solution was designed to help accelerate the deployment and management of new Microsoft and HP technologies with minimum cost, disruption and risk to the business, while also providing a more agile platform for the future.

Solution

Each location needed to be updated to a new modern HP hardware and all software needed to be migrated from NT 4.0 to a Windows 2003 Server and XP client.

Other elements of the solution involved replacing the server tape backup units with HP Data Protector. This would back up the WAN from each branch to a SAN storage solution at the data centre.

Management of resources needed to be centralized and security and control using Group Policy had to be added for users using the Active Directory.

Remote hardware management with iLO (HP's integrated Lights Out) had to be implemented and Microsoft SMS had to be replaced with HP Radia for a software deployment and asset

management system. Rollout of HP OpenView for server monitoring was also a part of the solution.

Because the Bank of Ireland is such a large company and is worldwide, this solution needed to be broken down into stages.

Stage	Description
<p>Stage1: Proof of Concept</p>	<p>It was necessary to prove that the existing banking applications that were running on the Windows NT 4.0 platform could also run on the new XP & 2003 platform. This had to be done before moving along any further. In order to prove this, Daysha built a proof-of-concept environment where the Bank of Ireland staff could test application functionality and compatibility on the new platform. This proof-of-concept was divided up into categories.</p> <ul style="list-style-type: none"> • Active Directory & Group Policy: The introduction of Active Directory and Group Policy also presented another risk factor for application compatibility. The proof of concept environment was used to verify that applications could run under the tighter security controls imposed by the new Group Policies. • Build Process: The proof of concept environment was also used to build and test images for servers and clients. These images were deployed using the HP Radia software deployment solution. • Migration Process: The migration process consisted of a set of scripts that were designed to migrate the application data and configuration settings from the NT 4.0 branch server to the new Windows 2003 server. The scripts were developed and repeatedly verified in the proof of concept environment before proceeding to the pilot stage.
<p>Stage 2: Pilot</p>	<p>One of the most important requirements for this solution was that the transformation to a new infrastructure of a bank branch would need to be implemented overnight, as not to disturb any services to the customers.</p> <p>This was both a logistical and technical challenge.</p> <ul style="list-style-type: none"> • Technical challenge - This challenge was focused on proving that the customized migration scripts could run successfully in a live environment, and do so within a time window that would allow the branch to continue in a time efficient manner. • Logistical challenge- This challenge was to be sure that it was possible to verify that the full rollout of a branch could be up and running for business the very next day. This includes delivery and installation of new equipment, removal of old equipment, execution of migration scripts, and bringing the branch back online before business began the next morning. • Prior to a full rollout, a Build Centre was developed, which would prepare each branch workstation and server with a 'vanilla' image containing the OS

	and HP Radia was used to deploy all additional applications to both the server and client.
Stage 3: Rollout	This team was responsible for the logistics, migration, and post-migration support of all branch sites. At least one rollout engineer was assigned to each branch. The rollout engineer was responsible for ensuring the migration was successful. Once the new branch server was onsite and the branch was closed for the day, the rollout engineer would remotely login to the server via a VPN connection and begin executing the migration scripts.

Evaluation

Results and Benefits

Daysha's IT Infrastructure services enabled HP to deliver the transformation project to the Bank of Ireland:

- Faster rollout with minimal disruption to services – Effective project planning and management and the use of a proven and reliable system build and custom migration tools shortened migration timescales, and guaranteed minimal impact on users and disruption to the bank branches
- Lower risk – Daysha's experience in the BOI environment and its technical expertise ensured that potential risks were identified early and removed or minimized.
- Greater efficiency – Daysha delivered a fully optimized, industrial-strength infrastructure backed by performance guarantee, along with a commitment to continuous service improvement and closer alignment with the bank's business needs.
- Increased productivity – The improved system reliability and availability has minimized business disruption, enabling users to continue working longer.
- Improved staff satisfaction – Staff 'Satisfaction Surveys' show an average satisfaction score of over 80% in most areas surveyed, and, in many instances, around 90% or higher.
- More flexibility – Daysha provided an infrastructure built using flexible, standardized building blocks to create a more dynamic environment, designed for ease of reuse and change.
- Tighter security – The new infrastructure has improved control with sophisticated management of user identities, desktop and server security policies, and Internet usage.
- Reduced Total Cost of Ownership (TCO) – Standardizing the desktop and centralizing its management has made system support and maintenance much simpler and more cost-effective.

For More Information

For more information about Daysha Consulting services, contact us through info@dayshaconsulting.com.

To access information using the World Wide Web, go to: <http://www.dayshaconsulting.com>

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