

Hitachi Storage Solutions at Work

Fidelity National Information Services

INDUSTRY Financial Services

SOLUTIONS Capacity Management and Virtualization: Hitachi Universal Storage Platform™ VM and Hitachi Tuning Manager software

Handling Transactions with Confidence

The Challenge

Fidelity National Information Services (FIS) is a global provider of technology solutions to the banking industry and was ranked number one in the world in the 2008 FinTech 100 listings. In addition, one of its key services is payment card management and processing for all types of retailers, dealing with an average 200 million transactions per year in the UK.

In order to ensure that all payments are processed quickly and minimise the time customers need to wait at the point of sale for their transactions to be authorised, FIS needs a fast, high-performance IT platform. Protecting large volumes of important financial data is also key, so FIS's storage and backup resources must be reliable.

The company's existing storage environment had been in place for some time and disk issues were occurring regularly. In order to improve the performance of its production servers, reduce maintenance costs and prepare for future growth, FIS decided to invest in a new data storage and backup solution.



“The new Universal Storage Platform™ VM has given us the rock solid storage resource we needed to deliver reliable and timely service in a highly demanding market. We're confident that it will stand us in good stead for a long time to come.”

*Gerry Grady
Production Services Manager
Fidelity National Information Services*



The Solution

FIS required that its new storage platform meet four key criteria: affordable cost, high performance, simple manageability and 24/7 availability. Environmental considerations also formed part of the tender process, and FIS found that of all the solutions evaluated, the one offered by Hitachi Data Systems enabled the lowest power usage thanks to the ability to spin down unused disks. "The Hitachi offering was also the only one which met all four of our selection criteria," says Production Services Manager at Fidelity National Information Services, Gerry Grady.

Grady and his team therefore chose to purchase Hitachi Universal Storage Platform™ VM with 8TB of capacity to support credit card processing and data warehousing applications. Virtualisation capabilities were leveraged to ensure a smooth migration of data to the new solution. Hitachi Tuning Manager software was also purchased to enable technicians to manage the storage resource easily. In addition, the team received initial training and ongoing support services from Hitachi Data Systems.

The Business Benefits

Since deploying the new storage platform, FIS has experienced a visible improvement in system performance, with transactions being

processed 20 percent faster than was possible previously. Backup windows have been shortened as well; where it used to take seven hours to back up the data warehouse, it is now done in three and a half — a 50 percent improvement.

Following these strong initial results, Grady is keen to expand FIS's Hitachi storage platform in the future. "We'd like to install Hitachi storage in our secondary UK data centre to support load balancing, and we're also considering purchasing Hitachi Tiered Storage Manager to help administer our heterogeneous environment."

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