

Banco Votorantim Ensures Availability of Business Systems with CA Unified Infrastructure Management



CUSTOMER PROFILE

Industry: Financial

Company: Banco Votorantim

Employees: 4,394

BUSINESS

Banco Votorantim is currently one of the largest Brazilian banks by assets and has a strong shareholder base, formed by a strategic partnership between Banco do Brazil, the largest financial institution in the country, and the Votorantim Group, one of the largest business conglomerates in Brazil.

CHALLENGE

The institution needed to simplify and centralize the information relating to its infrastructure and systems, so it could proactively ensure the availability of its infrastructure and avoid financial losses.

SOLUTION

To monitor its infrastructure, Banco Votorantim adopted CA Unified Infrastructure Management, which is now responsible for helping to manage 1,500 servers, more than 900 network devices and eight storage systems.

BENEFIT

Using the CA Technologies solution enables the bank to guarantee 99.9977% availability for business systems at Banco Votorantim, helping avoid financial losses. This also safeguards the image of the institution as a reliable company.

Business

One of the largest Brazilian banks by assets

Banco Votorantim is currently one of the largest Brazilian banks in assets and has a strong shareholder base, formed by a strategic partnership between Banco do Brasil, the largest financial institution in Brazil, and Votorantim Group, one of the largest private conglomerates in Latin America.

Founded in 1988 as a broker-dealer, Banco Votorantim started to operate as a multi-service bank in 1991. Historically, it worked mainly in wholesale, treasury and investments. In recent years, Banco Votorantim has grown and expanded its scope, seeking to increase its revenue base and assets through a diversified business portfolio, internally classified as Wholesale and Retail.

In Retail, Banco Votorantim is one of the market leaders in consumer finance, with a focus on providing finance for purchasing cars, credit cards and insurance, in addition to cosigned loans. To support its operations and bring strategic unity, Banco Votorantim is headquartered in São Paulo, with service centers located in major cities in Brazil, as well as a subsidiary and branch in Nassau (Bahamas), and brokerage services in New York and London.

Challenge

Simplifying and centralizing status information to prevent problems

With a diversified infrastructure, Banco Votorantim's IT monitoring team needed an overview of all the potential problems that could arise in its infrastructure and business applications. "Many infrastructure components were not monitored and those that were monitored did not offer alerts or an action plan for rapid troubleshooting," says Marcelo Toledo, Production and Support Manager at Banco Votorantim.

The tool used previously did not provide information and alerts quickly enough to enable the decisions necessary to solve everyday problems. The bank needed to simplify and centralize the information on systems and infrastructure status. "We had other infrastructure management tools, but the main challenge was to keep the tools operational, as well as to add new monitoring capabilities and specialized monitoring processes for systems such as Exchange, SQL, Sybase and others."

Additionally, the bank wanted to transform the monitoring team into a department that could help business areas such as Finance, Brokerage and Asset Management to anticipate day-to-day problems and ensure availability for its end customers.

Solution

Centralized management and business support

Banco Votorantim decided to implement CA Unified Infrastructure Management, which is capable of monitoring a wider range of infrastructure components, and centralizing infrastructure performance information to simplify troubleshooting. “With the CA Technologies solution it was possible to centralize management and provide information to the various support areas,” says Rafael Fontes, Production Support Coordinator at Banco Votorantim.

The solution was implemented in June 2014 and, a year later, its use was already consolidated in the bank. Today, CA Unified Infrastructure Management is responsible for managing 1,580 servers, 976 network devices, eight storage systems and approximately 68 VMware hosts. It supports all of the institution’s business areas, generating alerts for the infrastructure team and for the rest of the IT department.

“Today we have centralized infrastructure and business information for both reports and web dashboards. Incidents are quickly identified, and actions can be taken before users are affected,” says Toledo.

Benefit

Reduced losses and increased customer satisfaction

Today, Banco Votorantim’s infrastructure offers 99.9977% availability, and incident resolution time and scheduling has been dramatically reduced. Moreover, with the creation of critical alerts, the monitoring team can quickly identify – almost in real time – possible errors and failures in the infrastructure, network and systems. “The early identification of problems enabled by CA Unified Infrastructure Management has increased the availability of our IT environment, thus enabling us to avoid financial losses as well as safeguarding the reputation of the institution,” says Luiz Fernando Resende, Head of IT at Banco Votorantim.

The CA Technologies solution has expertly met the expectations originally outlined for the implementation, helping both the IT areas responsible for infrastructure components and the bank’s businesses.



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