Credit Agricole Bank maintains uptime for Ukrainian customers

n NetApp

NetApp technologies consolidate data storage with greater manageability and performance.

CA CRÉDIT AGRICOLE

To be competitive, a bank has to continuously improve its services for customers. But banks are naturally risk averse, and they often face rigorous demands to avoid disruption and downtime. Like changing a tire on a moving car, repairs and upgrades can't sacrifice availability.

When Credit Agricole Bank in Ukraine needed a storage refresh for enterprise applications and improved backup and recovery, they had few options for performance features and a trusted vendor.

The bank's IT staff was already familiar with NetApp® ONTAP® storage management software, making NetApp the clear choice when an upgrade was needed. The NetApp FAS and MetroCluster investments were perfectly suited to support a rapid deployment of virtual desktops to respond to COVID-19. Hello, low risk and high reward.

"NetApp wins in technologies, price, and performance."

Vitali Yurkov,
Head of the IT Architecture Division, Credit Agricole Bank

The leading bank in Ukraine

Credit Agricole Bank, a full-service bank located in Ukraine, is a subsidiary of Credit Agricole Group of France. Credit Agricole Ukraine is one of the top banks in the country in volume of deposits, profitability, and stability. The bank offers a broad range of consumer business services, including banking, credit cards, loans, and investment services. It has a large private banking and international corporate banking service as well, with many high-profile accounts.

The IT infrastructure department operates two data centers, located in the Ukraine capital, Kyiv. According to Vitali Yurkov, head of the IT Architecture Division, the bank faces many ongoing challenges to meet customer expectations. His directive is to focus on digitization and process improvement. At the same time, the bank must watch its expenses and base its infrastructure investments on cost savings and return on investment.

Recently, Yurkov and his team needed to retire previous investments in storage and migrate to a new storage platform for critical banking applications. NetApp partner Netwave was the local systems integrator and IT business infrastructure partner for the project. The solution included an installation of NetApp FAS 9000 storage array hardware and NetApp MetroCluster for disaster recovery.

Alexey Petrov, computing team lead at Netwave, said that the demand for performance and manageability made NetApp the right choice.
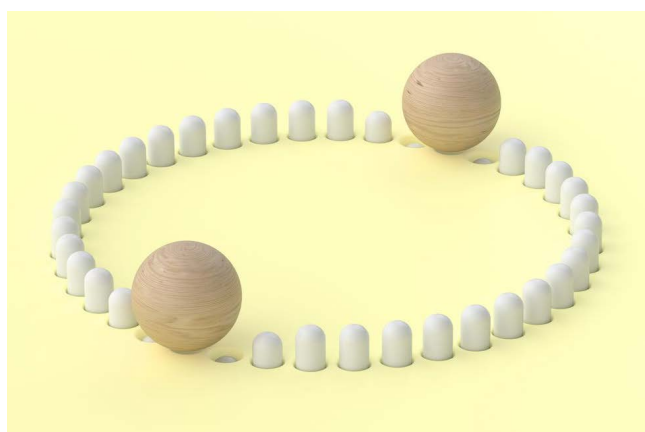
"The bank asked me about the new storage to meet the the pain points. NetApp MetroCluster was almost obvious," he said. "I said to them, 'You know this technology, you know the system, you have experience, you have a vendor good solution already inside.' Bingo."

ONTAP to the rescue

Credit Agricole has been using NetApp ONTAP for storage management for about 8 years, so familiarity with NetApp was an important consideration when choosing the upgrade vendor. Other vendor solutions in the past lacked performance or presented problems with support.

The migration to the MetroCluster system was conducted over a 5-month period. Yurkov said that it was important to have technologies and expertise to maintain performance throughout the project, so processes and operational demands required zero downtime during the migration.

Previously, backup of the virtual environment data took up to 3 hours to move between data centers. Now, the process takes less than an hour and has the potential to be done even faster, but other bank processes impact the work.

Support for applications has been particularly important during the COVID-19 pandemic, with most bank employees forced to work remotely instead of at headquarters and branch locations. In just 3 days, Yurkov and his team were able to deploy approximately 2,000 Citrix virtual machines that allowed the applications to be run safely offsite.

80% of headquarters employees were quickly set up to work remotely, and the bank's operations proceeded without interruption.

For the performance-intensive applications, the NetApp hardware achieves sub-millisecond latency. Service drawdowns during the backup process have been drastically reduced. The investment has allowed for the VMware SRM to be eliminated and as a result, reduced the cost of administration and extension of software support.

The resulting simplification of the architecture has increased the flexibility of operations and improved the customer experience. According to Yurkov, "NetApp wins in technologies, price, and performance."

For more information about backup and recovery solutions, visit:

netapp.com/data-protection/backup-recovery/

Products
NetApp ONTAP
NetApp FAS
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As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services and applications to the right people—anytime, anywhere. To learn more, visit www.netapp.com

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