

Financial Institution Cuts Costs with Software Asset and Database Management Services

“Our partnership with Data Intensity has enabled us to grow to over 200 Oracle databases with millions of daily transactions while driving down operational costs by more than 20%.”

– Head of Procurement, European Bank

CASE STUDY
Software Asset Management

A rapidly growing financial institution selected Oracle to meet its database needs, but they required an operating model that could support new branch growth while providing assurance of service stability and containing operational cost to an acceptable level. To meet this goal, the bank needed a scalable, low-risk approach to Oracle licensing and deployment as well as a supplemental IT team to work closely with the internal team on database administration services.

Challenges

Control License Growth and Scale DBA Resources Affordably

Having decided to build on the Oracle database, the bank faced a challenge in finding the optimum contract structure. Incrementally procuring licenses as the business grew while maintaining the existing contractual structure was going to be expensive. They needed a more comprehensive approach that would allow the bank to leverage economies of scale while lowering costs and properly handling the Oracle assets. Without managing the software assets, there was no way to ensure compliance with the bank’s governance and regulatory guidelines or pass an Oracle audit. The institution needed an agile partner that could manage the assets and deploy the programs while managing and scaling the infrastructure and the team with additional resources.

Industry

Fortune 500 Financial Services Institution

Benefits

- Saved More Than 50% in Licensing Costs
- Repeatable Process That Meets Compliance Requirements on a Regular Basis
- Low-Cost Annual Fee
- Scalable Approach to Support Business Needs
- Supplemental Resources to Support In-house Team

Services

- Data Intensity Commercial License Services
- Data Intensity Discovery Services — LMaaS
- Data Intensity Managed Services

Solutions

Data Intensity Software Asset Management Services

Three considerations persuaded the bank to select Data Intensity to manage its Oracle assets:

- An Experienced and Certified Oracle Partner with Licensing Expertise
- A Comprehensive Set of Services Around Asset Management, Contract Management, Business Practices, and Policies to Manage Assets Life Cycle
- An Experienced Managed Services Provider to Supplement In-house Resources and Work as an Extension to the IT Team

The engagement started by generating a baseline to determine the current situation. With the use of proprietary tools, the Data Intensity team was able to discover all the Oracle software assets in their environment. In addition, the team reviewed the bank's processes for deploying and retiring software licenses and made recommendations to ensure they purchased licenses they plan to utilize.

Data Intensity Contracted for Managed Services

The bank selected Data Intensity to provide outsourced administration for its new infrastructure made up of 16 production servers running 80 databases in addition to its Data Recovery environment and a nonproduction DEVOPs environment of 25 servers and 160 databases. To manage the environment successfully, the scope included daily maintenance, patching, and security management as well as providing DBA expertise across a range of tasks and the ability to scale as needed. A team with the right skills level was put together to support a flexible 24x7 delivery model. The team consisted of local support and global resources, which provided affordable coverage and proactive resources to supplement IT resources during busy periods and system upgrades.

Given the need of any bank to provide reliable transactions, an important part of Data Intensity's role has been to design the bank's disaster-recovery environment and regularly test it to ensure in-flight transactions are protected from any system failure or other adverse scenario.

Results

Massive Growth, Reliable Service

Throughout the bank's expansive growth, Data Intensity has guaranteed that their Oracle environment has been designed, implemented, and managed both from an architectural and contractual perspective through license and managed services capabilities. With a new process and structure in place, the bank receives quarterly updates and future forecasts based upon utilization rates and contract terms aligned to the forecasted growth plan. In addition, the Software Asset Management Team developed a new contract framework that combines future scalability with no risk, a set pricing structure, and an agreed operational cost.

Substantial Savings

The combination of license management and managed services has made a substantial impact on the company's cost of operations. The bank estimates that the Software Asset Management Services alone has saved more than 50% in licensing costs, and the new licensing model will provide greater cost savings as the business continues to grow.

On the operational side, the bank estimates that building and maintaining an in-house IT team would have more than quadrupled their operating cost compared with using outsourced database support and other services from Data Intensity. Conversely, it would not have been possible to match the availability and flexibility that come from Data Intensity's partnership. "An important part of the operating vision of our business is to leverage the latest business processes and technological capabilities to offer services far more cost-effectively than our traditional competitors," said the bank's Head of Contracts. "Our partnership with Data Intensity is making a vital contribution to delivering on this vision."

