



A new framework for transforming IT

With the Cisco Domain Ten framework and Cisco blade servers, Skipton Building Society ensures the IT organisation supports the business.

“With the Domain Ten workshops, there was no sales pitch. It was all focused on our challenges and aspirations.”

– Ged Donovan, Architecture and Solutions Manager,
Skipton Building Society

As the global economy recovers, financial institutions are seeing new growth and fiercer competition.

That's certainly true for Skipton Building Society, the United Kingdom's fourth-largest building society. In 2013, the organisation made strong advances in customer count, savings balances, and pretax profits.

Challenges

- Complex IT processes slowed responsiveness to the business
- Aging server architecture didn't adapt to changing needs
- IT department lacked the agility to keep pace with new business demands

Trouble is, the IT department wasn't keeping pace. Complex processes, aging servers, and a lack of agility hindered the organisation from meeting increasing demand. “When the business asked IT for a service, our processes were getting in the way,” admits David Miskell, solutions architect for Skipton.

The outmoded processes and technology were especially affecting application development and testing. All Skipton core mortgage and savings applications are developed in-house, and their effectiveness is what gives Skipton its competitive advantage.

So there was nothing more crucial than for the IT organisation to support application development. “There was a lot of frustration among our internal clients because we couldn't serve them effectively,” says Ged Donovan, architecture and solutions manager for Skipton. “And at the end of the day, that affects our ability to serve our external customers as well.”

Case Study | Skipton Building Society

Size: 1800 employees Location: Skipton, England Industry: Financial services



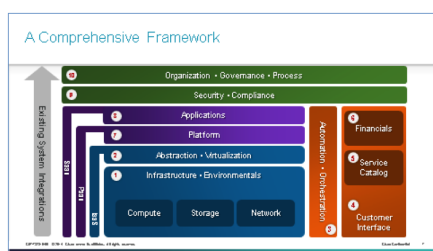
Cisco Domain Ten framework gives Skipton a clear path forward in its journey to a private cloud.

Solutions

- Assessment of IT processes and aspirations
- Prioritised plan for optimising IT responsiveness
- Updated server platform to drive a private cloud

To help this situation, the Cisco team suggested a Cisco® Domain Ten® workshop. The Domain Ten holistic framework is uniquely designed by Cisco to enable customers to focus on their business priorities and IT issues.

Cisco Domain Ten Framework Transforms IT Processes to Unlock Business Potential



Established baseline and root problems uncovered

The Cisco Domain Ten framework helps remove complexity and achieve maximum potential from IT activities. “It was from Domain Ten that we realised we had not just a technology problem but also a process problem,” Miskell explains.

Customised roadmap to IT transformation

The Domain Ten workshop helped Skipton document its aspirations and identify the biggest gaps in achieving its goal of moving to a private cloud.

“We wanted to move to a private cloud, but getting there seemed like a Herculean task,” Miskell says. “Domain Ten showed us where to start.”

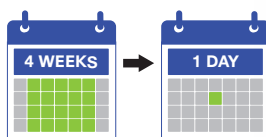
Modernisation and standardisation with the right server platform

Skipton chose Cisco Unified Computing System™ (Cisco UCS®) B-Series Blade Servers as the most effective platform to replace its aging technology.

“To get to the standardisation we needed around a private cloud, we had to adopt the right server platform,” Miskell says. “UCS is a proven product that will integrate well with our infrastructure.”

Accelerated server provisioning through virtualisation and automation

Server provisioning used to be a manual, error-prone process that could take four weeks. Skipton expects to reduce that to less than a day.



Cost-effective yet easier with more headroom to scale up

Skipton's data center footprint will shrink by half, along with cabling and power use. "And," Miskell says, "scaling up to meet business needs will be much easier and more cost-effective."

Results

- Faster server deployments
- Highly virtualised server environment that adapts to changing business needs
- IT processes that support competitive differentiation

Continuous journey to IT transformation

Using Cisco blade servers, Skipton will achieve 90 percent virtualisation. It will also complete implementation of its private cloud, enabling the automation of server provisioning.

Concludes Donovan: "Our user community can then consume the resources they need whenever they need them."

With the Domain Ten framework, Skipton is well-braced to have its IT organisation continue to support its in-house application developments more effectively and serve customers well while meeting increasing demand and preserving the company's competitiveness.

Products & Services

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[Cisco UCS B-Series Blade Servers](#)

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