

Bank Migrates Two Data Centers to Support Long-Term Growth

With help from Cisco Services, Banco de Guayaquil executes a major project on time, on budget, with no disruption in service.

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— Angelo Caputi, Chief Executive Officer, Banco de Guayaquil

Challenges

- Migrate two data centers to achieve greater geographical redundancy
- Complete project on time, on budget, with no impact on users
- Find vendor to guide migration based on field-tested best practices

Founded in 1923, Banco de Guayaquil is Ecuador’s second-largest private bank, serving approximately 1.6 million customers with an extensive network of 4000 neighborhood banks, 200 national offices, and nearly 900 automatic teller machines (ATMs) throughout the country. In recent years, the company has started to expand globally, opening offices in Madrid in 2007 and Panama City, Panama, in 2008.

For Banco de Guayaquil, the data center plays a critical role in maintaining all business functions. From internal collaboration among project teams to external transactions with partners and clients, every interaction depends on the stability and redundancy of the company’s two data centers. However, the limitations of the bank’s legacy technology meant that the infrastructure was too inflexible to scale. To make its compute facilities more capable of withstanding disruptions, the bank wanted to migrate both of its data centers to a more stable and scalable platform, physically moving one of them from the port city of Guayaquil to Quito, a major city in Ecuador’s interior.

Case Study | Banco de Guayaquil

Size: 3,000 employees

Location: Guayaquil,
Ecuador

Industry: Financial
services



As the leadership team at Banco de Guayaquil began looking for guidance in executing its data center strategy, they quickly ran into a major roadblock: no major financial services company in Ecuador had completed a similar migration of two mission-critical compute facilities. To proceed, the company would need to engage with an organization that could apply a proven and detailed methodology based on similar migrations of other major banking facilities elsewhere in the world.

“As we began looking for someone to assist us with this project, we had three principal requirements,” says Angelo Caputi, chief executive officer at Banco de Guayaquil. “We are under constant pressure to maintain our Payment Card Industry Data Security Standard (PCI DSS) certification, so the migration would obviously need to be executed with no disruption in service. Secondly, it would need to meet our budget. And finally, it had to meet our deadline. With those three critical factors in mind, we began our search.”

Solutions

- Cisco Services offered impressive depth of experience on a global scale
- Cisco Data Center Migration Services crafted a custom plan for design, implementation, and migration
- Cisco recommendations included migrating from a flat to a virtualized network

Banco de Guayaquil began soliciting proposals for an international vendor to assist in the migration of its two data centers. The proposal from Cisco® Services aligned most closely with the company’s requirements, offering an impressive depth of experience in managing and executing similar migrations for other major financial institutions around the globe. Cisco was also very open in sharing the details of its methodology so that the bank’s leadership could know precisely what to expect.

The bank’s engagement with Cisco took place in two phases. First, Cisco undertook an intensive discovery process to understand Banco de Guayaquil’s needs. At the conclusion of that discovery process, Cisco delivered a high-level design and migration strategy for the bank’s new data centers. In phase two, Cisco offered end-to-end program management services, overseeing the project to help maintain alignment with the recommended design.

Banco de Guayaquil worked closely with Cisco Data Center Migration Services to craft a custom plan for high-level design, detailed implementation, and smooth migration of the company’s two data centers. A key part of this process involved the participation of Cisco Application Dependency Mapping Service, which uses nonintrusive tools to collect relevant data from the server, network, and critical business applications to create an architectural model around the logical and physical components of each data center. The final recommendations from Cisco included an ambitious migration from a flat network to a virtualized network, enabling Banco de Guayaquil to take full advantage of a truly innovative, next-generation architecture.

Results

- Consolidated and modernized IT infrastructure to make way for long-term growth
- Relied on Cisco as trusted advisor in applying proven methodology for optimal results
- Achieved successful migration of two data centers with zero impact on users

With help from Cisco Services, Banco de Guayaquil was able to consolidate and modernize its IT infrastructure to make way for long-term growth.

"Today, our data centers are nearly 100 percent virtualized," says Caputi. "By seeing the Cisco team in action, we've learned crucial things about how to plan a major IT project, optimize data center operations, and implement a truly innovative architecture. Our standards were high before, but Cisco has helped us raise them."

Throughout the process, Cisco acted as a trusted advisor to help the bank's leadership apply proven best practices for optimal results. "This project was very well-conceived from end to end," says Caputi. "At first, we were concerned that the migration might result in service disruption, which can have serious consequences for us in terms of our PCI certification. But the Cisco methodology, combined with the Cisco team's careful communication about how that methodology was being deployed, helped assure us that we were in very good hands."

Perhaps most remarkable of all, this massive migration took place with zero impact on users. "Here's a wonderful anecdote," says Caputi. "After we were finished with the migration, some of our internal users asked us when we were going to migrate the data centers. We had to inform them that the migration had already taken place. Thanks to Cisco, we were able to make this process so seamless that many of our people literally had no idea it was happening."

In short, the ambitious migration of Banco de Guayaquil's data centers achieved all of Caputi's goals, and then some. "We met our deadlines," he says. "We met our budget. And most importantly, we achieved our technical objectives with absolutely no negative impact on our internal and external clients. We couldn't be more pleased with the outcome."



Products & Services

- Cisco Data Center Migration Services
- Cisco Application Dependency Mapping Service
- Cisco Nexus® switches



Next Steps

As Banco de Guayaquil keeps pushing toward more innovative processes, Caputi expects that Cisco will continue to play a major role in helping the bank stay one step ahead of the competition. "We're always looking for new technology solutions to help us confront our day-to-day challenges," he says. "Based on this migration, I think it's safe to say that we will consider Cisco before we consider anyone else."

More Information

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