

GlassHouse successfully completed a backup assessment project at Yapi Kredi Bank

Yapi Kredi Bank reduces risks, improves performance and shifts to a service centric approach to IT

“As a trusted advisor, GlassHouse has always impressed us with the level of expertise prevailing among its Consultants, their ability to gain a thorough understanding of our challenges and build consensus among our teams when it comes to the crucial point of deciding on a new strategy. For this specific engagement, GlassHouse added tremendous value delivering a backup architecture that would reduce business risks, bring flexibility and switch on performance. They shaped our approach to service delivery and built a framework for a durable alignment of our IT delivery capabilities with the requirements of the business units. Operating in a highly competitive banking industry, maintaining our pioneering strategy would not have been possible without the technology leadership GlassHouse has helped us to achieve.”

Mr. Sinan Ozer, Head of IT Services & Support Units



Yapi Kredi Bank
www.yapikredi.com

Industry:
Financial Services

2007 Annual Revenues:
More than YTL 4.9 billions

Employees:
More than 14,000

Yapi Kredi Bank is Turkey's first privately-owned bank and fourth largest private bank. Considered as a pioneer in Turkey's banking industry, the Bank has established leading positions in a wide array of services including retail, commercial, private banking, asset management, leasing and private pension services. Beyond servicing individuals, SME and corporations through a prominent local presence, the Bank has successfully exported its expertise to the Netherlands, Russia, and Azerbaijan. In 2006, Yapi Kredi Bank was acquired by Koç Financial Services (KFS) owned by UniCredit- one of the largest banking and financial services organizations in Europe, and the Koç Group- Turkey's largest industrial and services group.

Consolidation of different backup solutions of the banks was an important part of the integration process. Faced with increased IT complexity, recovery issues, and a lack of capacity and resources, Yapi Kredi needed a service that will reduce business risks and bring visibility and flexibility to its environment.

Short-term action; Long-term focus

Yapi Kredi Bank turned to GlassHouse Technologies' Recovery Readiness service for assistance.

GlassHouse offered the following engagement agenda:

- Assess the Bank's current recovery systems
- Identify the desired future state
- Perform a current/ future state gap analysis
- Create a future state reference architecture
- Develop a solid, prioritized project plan
- Provide a framework for SLA development, and define current and required SLA service packages together with Yapi Kredi Bank team.

“we had limited visibility in our recovery environment and while knowing we needed a technical refresh, we needed to assess where we were, and where we could head to. Our recovery issues were pressing us to adopt a new technology but we needed to take a step back to understand whether our current structure could be leveraged.”

Mr. Sinan Ozer, Head of IT Services & Support Units

Initially, Yapi Kredi’s key stakeholders- from backup administrators, application owners to IT finance- were brought together for discovery sessions. The goal was to review the current environment from technology, people and process perspectives, and express requirements for a desired future state.

Back in house, GlassHouse analyzed the degree of customer alignment relative to risk, quality and/or cost in the current state and future state, and produced a gap analysis. Areas of remediation were identified and were embraced in a prioritized action plan. Supporting the high level remediation plan, technical reference architecture of the future backup infrastructure was provided to the client.

Significant Business Benefits

The newly designed backup architecture targeted crucial improvements to the environment.

From a technology perspective, the new backup infrastructure will ease the burden of heavy applications on the backup windows and by so, would restore backup and recovery services as strategic keys to reduce business risks. Moreover, the bank will rely on a single backup solution which will reduce its total cost of ownership.

At the team level, the consolidation of backup structures will be optimized through training and mentoring to deliver unified backup and recovery services.

At the service level, clearly defined restore services aligned to the requirements of the business will help Yapi Kredi frame the discussions with the business and design of the underpinning technological solutions. By using the ITIL v3 framework defining these services and tiers and aligning the applications and the data to these tiers, the business units will know that the data is resident on the most cost effective platform that meets its needs. This will drive out excessive costs from the business units and increase customer satisfaction by reducing over engineering and hedging. Policy driven data mobility in the sense of automated archival, secure data retention and automated (or semi automated) data deletion will help to build confidence between IT and users and manage data throughout its life cycle.