

FIS Data Protection Delivers Confidence to Customers



CUSTOMER

FIS

INDUSTRY

Financial

SOLUTION

Cobalt Iron Private
Cloud Solution

Cobalt Iron
Accelerators

BENEFITS

89% reduction in off-
site storage costs

86 hours of
administration
eliminated

31% reduction in
stored data

92% faster restore times

SMART.
SECURE.
AUTOMATED.

cobalt IRON®

Customer

FIS is the world's largest global provider dedicated to banking and payments technologies. With a long history deeply rooted in the financial services sector, FIS serves more than 14,000 institutions in over 100 countries. FIS holds leadership positions in payment processing and banking solutions, providing software, services and outsourcing of the technology that drives financial institutions.

Challenge

Today, banks need to be available 7 days a week, 24 hours a day and 365 days a year. FIS, like many large organizations, relied on an aging generation of backup and recovery methods. This included magnetic tapes to store data at off-site locations. Data volumes and business demands presented significant issues with the existing generation of solutions. Recovery time windows continued to shrink and the physical time required to retrieve data from tapes exceeded critical recovery targets. FIS needed a new generation solution. They needed to streamline processes to protect customer information, meet regulatory compliance requirements, and ensure that data would be available when and where it was needed. Old generation data backup and recovery had reached its useful life and FIS need a set of completely new approaches to address the growth of data volumes and the integrity of client data protection.

Solution

The Cobalt Iron Private Cloud solution, accelerated with two Cobalt Iron Accelerators, was deployed for FIS. Data is now stored on two sites, meeting compliance and protection standards. The elimination of tape has significantly improved backup times, reduced staff management requirements, and encouraged the use of automated processes. Now, FIS enjoys the use of automated digital reporting that self-generates daily. Each morning after finishing the complete environment backup, FIS runs a total system restore to the DR site, in Little Rock, Arkansas. Each morning, this financial Managed Service Provider (MSP) has fully validated their DR readiness.

“Today, business continuity has largely become a table top exercise, because the data is already there.”

Doug French
General Manager

Impact

The Cobalt Iron solution has reduced restore times by 92%. Restoring FIS customer data is now possible within minutes – a remarkable improvement compared to the twenty-four hour window previously required. Now, during a DR event, the total time to bring all banks back on-line is less than 4 hours, a process that would not have been possible with the prior generation backup products. The Cobalt Iron solution has also allowed FIS to cut 89% of their off-site storage costs by eliminating tape from the backup process. IT staff have eliminated some 80+ hours per year that has been allocated to other critical projects. Costs for tape media alone has yielded an additional \$12,000 annually in hard cost savings.

Additionally, the Cobalt Iron solution has allowed the IT team to exceed compliance requirements and reduce on-going audit preparation time by more than 10 percent. Beyond time and cost savings, the new generation Cobalt Iron solution has enabled the FIS IT staff to focus on service and innovation in other areas of the business. Cobalt Iron has restored confidence in all levels of management that the data is safe and can easily and quickly be restored.

“By working with Cobalt Iron we now have accurate visibility into our data backup process,” said Doug French, General Manager, BancLine Core Banking Solution, “Tape isn’t always 100%. With the Cobalt Iron solution we are able to easily validate the backup, giving us the confidence that our data will be available when and where we need it.”

When a customer asks about the availability of their data, they are invited to visit the data center and see the data ready and waiting on the DR site. Backup has actually become a competitive asset in their portfolio of services.