



COMMERZBANK

ABOUT COMMERZBANK

With consolidated total assets of about 391 billion euros, Commerzbank, based in Frankfurt am Main and founded in 1870, is one of Germany's—and Europe's—leading private sector banks.

Some 32,000 employees, including 7,000 abroad, serve roughly 7 million customers. Apart from the parent bank, Commerzbank AG, the Group consists of numerous subsidiaries in Germany and around the globe.

Commerzbank AG's domestic operations include a national network of over 700 branches. Internationally, the Group's activities are concentrated primarily in Europe. Additional operations are maintained in key markets such as the USA. Commerzbank also has participations in and cooperations with a number of institutions worldwide.

Goals for Enterprise Backup Reporting

- Reduce consumption
- Allocate costs
- Improve information gathering and sharing across the enterprise
- Consolidate reporting across NetBackup and TSM environments
- Provide detailed invoicing for end users

SITUATION: Major international bank turns to service level tracking to consolidate, economize and improve recoverability

With consolidated total assets exceeding 391 billion euros, Commerzbank, based in Frankfurt am Main Germany, is one of the leading private sector banks in Europe. Serving approximately 6 million private and commercial customers, Commerzbank employs just over 32,000 people worldwide through a network of over 700 branches.

With a primary datacenter in Frankfurt am Main and a disaster recovery site in Kelsterbach, the data protection group within Commerzbank IT manages a heterogeneous backup environment protecting a backup volume of over 50 terabytes of mission-critical data per week via Veritas NetBackup and IBM Tivoli Storage Manager. The environment currently being managed consists of over 10 backup servers, approximately 3000 client systems, and large enterprise tape libraries in 2 locations.

As part of a restructuring initiative launched three years ago, the company established business goals that included a drive to substantially improve their financial results as well as increase efficiency. One of their key initiatives involved bringing total costs back their lower 1999 year-end level by the end of 2004. For the IT staff at Commerzbank, it meant substantially changing the way they delivered services to their internal customers.

Critical Need: Automated Billing

The staff wanted to be able to track the consumption of system resources by end users and applications owners and allocate their cost of providing services back to them. The idea was that by tracking consumption, data owners would pay more attention to their resource usage and would naturally reduce consumption over time. However, the plan had a problem: it could not be administered manually given the complexity, scale and rate of change in their backup environment.



Results

- Internal chargeback and billing for backup resources consumed led to cost reductions
- Improved monitoring of a large heterogeneous environment with limited staff
- Long-term archival backup activity information facilitates resource and trend analysis

Clearly the key to the cost allocation initiative would be the ability to track the volume of data backed-up each month on a per-client basis, and then use that information to generate invoices for their internal IT customers. From a technical standpoint, the burden of implementing, supporting, and maintaining a billing system for backup across such a large heterogeneous environment inspired the search for a best-of-breed product that could automate this function.

The product had to scale to support their protected assets, install with a minimum impact to daily operations, and provide reliable, timely information across their mixed platform VERITAS and IBM backup environments. In October, 2002, Commerzbank discovered Bocada[®] and Enterprise. After a demonstration, consulting with Bocada Professional Services staff and a test implementation, they installed the product in Frankfurt in January of 2003 to monitor the VERITAS NetBackup environment. In May 2003, Enterprise was deployed enterprise wide to include the assets managed by the IBM Tivoli Storage Manager (TSM).

Reducing Cost through Enterprise Chargeback

Using a combination of standard and custom billing report views, Commerzbank was able to launch and support their chargeback program easily and effortlessly. Soon after launch, IT staff began generating monthly invoices on end user consumption with a minimum of effort. Reports showing actual GB of backup daily resource consumption, broken out by end user group and detailed down to the client level, were generated as part of the new program. The results were immediate. Now the chargeback system has become part of the standard operating process for data protection management. Reports are used daily as input to various internal management processes.

More Value through Visibility

Using Enterprise to gather, organize and display statistics about their total backup activity provided Commerzbank with greater benefits than chargeback alone- it provided a whole new insight into the performance and efficiency of their backup environment.

Although the initial requirements were purely for a billing solution, Enterprise delivered so much value that it has now become an integral part of Commerzbank's backup operations procedures.

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