

KEY HIGHLIGHTS

Benefits

- Achieved a high aggregation ratio with 83 to 86 PCs per server.
- Simultaneously reduced cost, enhanced usability and increased security.

Solution

- OA-dedicated PC terminals running Windows XP OS + SP3

“When implementing new virtual desktop terminals, we placed utmost importance on the ease of use and vendor reliability. VMware not only offers clear roadmaps and reasonable licensing systems, we also regard them as a business partner with whom we want to be associated with, from both the corporate and engineering aspects.”



Mr. Mizuhiko Tokunaga,
Senior Manager of Systems Division,
The Bank of Tokyo-Mitsubishi UFJ, Ltd.

The Bank of Tokyo-Mitsubishi UFJ, Ltd.

To reinforce the security of its PC terminals, The Bank of Tokyo-Mitsubishi UFJ, Ltd. decided to introduce a virtual desktop environment. In addition, they also implemented “Desktop Everywhere” to enable an easy-to-use terminal environment.

For a start, the bank’s virtual desktop environment of 3,000 PCs in the IT division was replaced with VMware View, resulting in a more secured PC environment with improved usability.

Reinforcing Security of PC Terminals with Adoption of Virtual Desktop

One of Japan’s mega-banks, The Bank of Tokyo-Mitsubishi UFJ, an affiliate of the Mitsubishi UFJ Financial Group, was incorporated through the merger of The Bank of Tokyo-Mitsubishi and The UFJ Bank in January 2006. Its network of 848 branches and offices includes 772 domestic branches and offices, and 76 overseas offices (as of March 31, 2010). The bank offers a wide range of banking services, handling transactions ranging from corporate, retail, international to investment, such as derivatives and syndicated loans, asset management for defined contribution pensions and other types of properties, and more.

Having had an in-house office automation (OA) environment based on PC terminals for more than 10 years, The Bank of Tokyo-Mitsubishi UFJ saw the increasing need to protect its terminals from viruses and potential information leaks. This drove their decision to move away from PC terminals and seek a more secure solution.

Mr. Mizuhiko Tokunaga, Senior Manager of the Systems Division, The Bank of Tokyo-Mitsubishi UFJ, said “With the intention of replacing our PC-based platform, we launched a study to determine whether to adopt a terminal service or a virtual desktop scheme. We also evaluated an OA environment and a transactional Web environment, by using them on a daily basis for about 8 months. Our studies showed that the virtual desktop solution offered two advantages, namely its support for more software types and the ability to prevent an application failure from bringing down the entire system. With that in mind, we decided to adopt the virtual desktop solution.”

Virtualization Implemented on 3,000 PCs with Full VMware Support

The Bank of Tokyo-Mitsubishi UFJ made a decision on VMware View, as it met their specific criteria on product roadmap and the validity of available licensing systems.

“The VMware View virtual desktop is frequently improved in terms of functionality. It is upgraded semi-annually or annually with additional functions. We only wanted to work with products with a clear product roadmap, because when the roadmap is unclear, such as when a product model is introduced over several years, it would not be possible to start a pilot project and acquire a budget for it. Given our concern, VMware proposed a clear and easily understandable roadmap for the coming years, which enabled us to start the project without any misgivings. In addition,” Mr. Tokunaga continued, “the licensing system and pricing further persuaded us to adopt VMware.”

Concurrently migrating all of the bank’s 3,000 PCs to VMware would have been risky. For a start, the bank decided to migrate the PC terminals in its Systems Division to the virtual desktop. Comparisons were made between the maintenance costs of the existing PC environment and the virtualization costs, including the input labor as well as the hardware and software costs. The results confirmed the cost advantages of the virtual desktop. In addition, repeated feasibility studies were also performed, with VMware View which achieved a virtual desktop aggregation ratio of 83:1 to 86:1 on one blade server.

“We introduced the virtual desktop with the aim to secure the aggregation ratio and the required degree of security. VMware is an excellent support vendor and reliable business partner to us.”

Mr. Jun Nishii,

General Manager of
Systems Infrastructure Dept. No.3,
Mitsubishi UFJ Information Technology Co., Ltd

“The virtual desktop is very easy to use and well received by our staff. The VMware software is running smoothly and I have great trust in it. I look forward to a long-term relationship with VMware.”

Mr. Shiro Sawada,

Manager of the Systems Division,
The Bank of Tokyo-Mitsubishi UFJ, Ltd.



From left:

Mr. Jun Nishii,

General Manager of
Systems Infrastructure Dept. No.3,
Mitsubishi UFJ Information Technology Co., Ltd

Mr. Mizuhiko Tokunaga,

Senior Manager of the Systems Division,
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Mr. Shiro Sawada,

Manager of the Systems Division,
The Bank of Tokyo-Mitsubishi UFJ, Ltd.

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Mr. Jun Nishii, Director of Infrastructure Division 3 of Mitsubishi UFJ Information Technology noted, “Not only was VMware’s Japan office involved, we were pleased that engineers from the U.S. and England also provided direct support and cooperation. Besides being confident about VMware’s product reliability, I also appreciate their strong commitment to a long-term relationship with their business partners.”

Improved Usability Extends Scale of Possible Future Deployment

In December 2009, a virtual desktop environment based on VMware View went ‘live’, with each server running 83 to 86 terminals with the virtual desktop, and a total of 3,000 terminals across the entire environment. Mr. Shiro Sawada, Manager of the Systems Division, The Bank of Tokyo-Mitsubishi UFJ, said, “Usually, conventional PC terminals take a long time to start up and accept user logon, before being operational. The virtual desktop, on the other hand, can be operated immediately after the hardware is powered on, as the virus scanning and pattern file updates are done by the server during the night, thus enabling us to switch connections between different domains quickly and easily. In addition, even when we sit at another desk, we can log on easily to continue working on the task started on another terminal.”

Pleased with the ease of use and enhanced employee satisfaction, The Bank of Tokyo-Mitsubishi UFJ named the new virtual desktop environment, “Desktop Everywhere”. “When providing OA services,” Mr. Tokunaga explained, “one vital factor is to ensure end-user usability, while making sure that system management functions such as information security and anti-virus measures are being delivered. Although we had previously evaluated other devices designed to improve usability, we ultimately chose to power our virtual environment with VMware View and thin-client terminals.” VMware View provides the bank with another advantage: With the impending termination of Windows XP support by end 2013, the bank will be freed from having to upgrade the operating system, browser, and other software on each separate PC - as all the necessary work would be done on the servers.

With these improvements, the bank intends to replace the OA PCs in their offices with thin-client terminals supporting the virtual desktop environment. As part of the migration to the virtual desktop environment, considerations are also made to migrate their software to the virtual desktop environment with application virtualization technology.

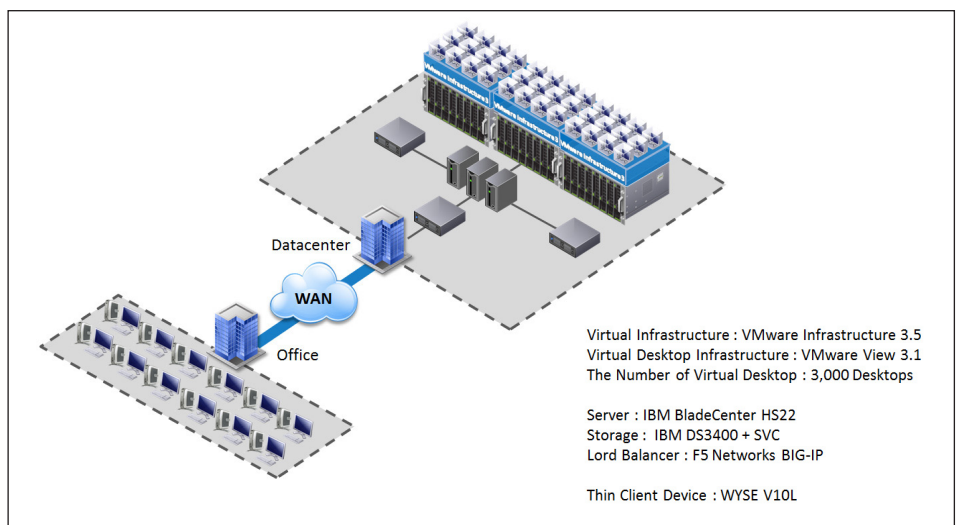


Figure. Virtual desktop environment at The Bank of Tokyo-Mitsubishi UFJ

vmware

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