



KEY HIGHLIGHTS

INDUSTRY: FINANCIAL SERVICES



CHALLENGE

Replace an aging hardware platform with a flexible, cost-effective infrastructure that can meet business demands

SOLUTION

VMware Infrastructure enables multiple virtual machines to run on a single physical server, optimizing computing resources, delivering scalability and enabling fast server provisioning to support application delivery

VMWARE VIRTUAL INFRASTRUCTURE AT WORK

VMware Infrastructure 3 Enterprise, featuring

- ESX Server 3.01
- VMotion
- High Availability

DEPLOYMENT ENVIRONMENT

- ESX Server running on HP blade C-class servers, each with two dual-core 3.01Ghz processors and 16GB RAM
- All blade servers are connected to an IBM DS8000 SAN
- Guest operating systems: Microsoft Windows Server 2000; Microsoft Windows Server 2003
- Applications running in virtual machines include: leave application systems, DNS, WINS, proxy and antivirus servers, loans systems, debtors' and creditors' systems and investment systems

"VMware virtualization technologies have enabled us to deliver a dynamic, scalable and highly available architecture to support our business."

Patrick Wong, Assistant Vice-President
Head – Service Delivery Group, ING Insurance Berhad

ING Insurance Berhad

ING Insurance Berhad is part of the ING Group, an international financial services institution of Dutch origin. With 120,000 staff, ING Group provides banking, insurance and asset management to over 75 million customers in more than 50 countries. As of 30 June 2007, the Group had investment assets under management of €640 billion, total assets worth €1,300 billion and shareholders' equity equalling €38 billion. In Malaysia, ING Insurance provides life insurance, general insurance and employee benefits to more than 1.5 million customers nationwide.

With existing data center hardware reaching end-of-life and failing regularly, ING Insurance needed an architecture that could scale to service growth and deliver high availability.

"We just had a desktop running our proxy server and antivirus software," said Patrick Wong, Assistant Vice-President, Head – Service Delivery Group, ING Insurance Berhad. "When this desktop failed and it took us a day to restore application availability to 100 users, we knew we had to act."

ING Insurance replaced its hardware in early 2007 with a virtualized production environment featuring four physical servers running 16 virtual machines. This environment, based on VMware technologies, provides business applications and infrastructure services to about 1,200 users. The organization is running another eight machines in its testing environment.

The new environment has enabled ING Insurance to deliver scalability and availability, expedite application deployment and streamline management. The business plans to acquire another 16 CPU licenses to provision another 24 virtual machines for its disaster recovery environment and a further 12 for its testing environment.

Results

- Achieved 4:1 server consolidation ratio
- Reduced server provisioning times from 4-6 weeks to less than two days
- Achieved near 100 percent uptime in hardware reliability and application availability
- Gained the ability to dynamically adjust computing resources
- Improved rack space utilization from 5-8 physical servers to 48, each capable of running multiple virtual machines
- Saved RM300,000 in hardware costs

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