



## VMWARE HELPS TRANSFORM APPLICATION DELIVERY AND MANAGEMENT AT A LEADING GLOBAL BANK

With VMware as lead partner, this global banking powerhouse is turning its complex, slow-moving desktop environment into a far more responsive, scalable, and secure environment that empowers employees and provides dramatically improved operational efficacy.

### INDUSTRY

BANKING

### SIZE

60,000 EMPLOYEES

### LOCATION

EUROPE-BASED, GLOBAL

### KEY CHALLENGES

- Complex, static environment with 6K customized legacy apps
- Slow end-user on-boarding

### SOLUTION

- One gold image for all applications resulted in very slow load times
- VMware vCloud Suite®
- VMware App Volumes™

### BUSINESS BENEFITS

- 70k virtual desktops deployed by 2017
- Superior user experience with integrated application management, user policy, and monitoring
- Unified management with a single-pane administrative view
- One-to-many provisioning that lowered storage and operational costs by up to 70 percent

This major European financial services company wanted to simplify the process of delivering desktop services to its global workforce and needed a strategic partner to help them modernize its traditional IT operations for the mobile cloud era.

### The Business Priority—A Better Staff Experience for Greater Productivity

Legacy systems and processes were an impediment to staff productivity at this Europe-based multinational bank. Onboarding a new user, for example, was a three-month process. Due to complex security and compliance requirements, the bank had further constraints with regards to end-user computing improvements—from both global and country-specific regulatory bodies. In particular, there were stringent requirements associated with working in and around the Swiss banking environment.

### The IT Challenge—Enable Secure, Anytime/Anywhere Staff Productivity while Ensuring Privacy and Compliance

Although the objective was to simplify and transform end-user compute and end-user management for operational efficiency gains, the sheer scale of the undertaking was the challenge:

- Over 6,000 applications
- Operations in Europe, the United States, and Asia-Pacific
- Ultimately scale to 70K users by end of year 3

An immediate driver was a major headquarters' office move. The bank wanted to optimize this move with a 100 percent virtual desktop infrastructure environment.

### The Solution—VMware App Volumes for Real-Time App Delivery

The bank brought on a new end-user computing solution architect and committed to a major, multiyear financial investment in re-engineering the end-user computing environment. It also looked for a vendor both willing and able to be more than a conventional technology supplier. That vendor would need to have the technology the bank required and the skill to be the lead partner in driving its integration with the other vendors in the environment.

In VMware, the bank found a company that could do both. In addition to other VMware solutions in the environment, it offered VMware App Volumes™ to deliver applications and manage users at scale.

App Volumes enables real-time application delivery, managed at the data center level through automated, policy-based access. It provisions employees with the precise set of apps for which they are qualified, based on their user profile and location. For the bank, this meant taking all the complicated, customized applications it had built over the years and transforming the way that the applications are delivered, improving operational efficiency while maintaining security.

Additionally, App Volumes helps optimize the customer's existing Citrix platform and offers a complementary rather than a disruptive solution. This minimizes the impact on the business of transitioning to the new platform, critical to the customer in a highly dynamic and regulated market. VMware Professional Services team members were on site to accelerate the adoption process, troubleshoot where needed, and bring in additional VMware R&D firepower to resolve any issues specific to the bank's environment.

### Results—Fast Global Deployment by 2017

Less than 18 months into the migration, virtual desktops enabled with App Volumes are already deployed to over 10,000 bank employees in the United States and Europe, with another 15,000 expected to gain access this year. The deployment is on track to extend to all 76,000 bank staff and contractors by the close of 2017.

The time to get an end user onto a desktop has been essentially reduced to zero. With an email address and log-in, the user's profile is called up in a simple and seamless manner—on the device of the user's choosing. The solution matches user needs and clearances exactly, increasing employee efficiency and enhancing security.

### Looking Ahead—Full Mobility and Profile Management

Looking ahead, the bank is adding VMware AirWatch® for additional enterprise mobility management capabilities. The bank is also examining virtualized networks and security improvements with the VMware NSX® networking solution.

