

International Bank Makes System Upgrades Faster, Less Expensive and Less Disruptive with Blazent

CUSTOMER CHALLENGE

Our customer is a premier international banking organization that operates in over 50 countries, employs approximately 140,000 people, and has millions of commercial & individual customers worldwide.

The bank originally implemented Blazent to support its large IT risk and governance program as well as its configuration management database. Using Blazent, the bank could quickly and accurately identify the actual content of their entire IT estate worldwide, and identify high-risk assets running unsupported operating systems that could negatively impact critical business applications.

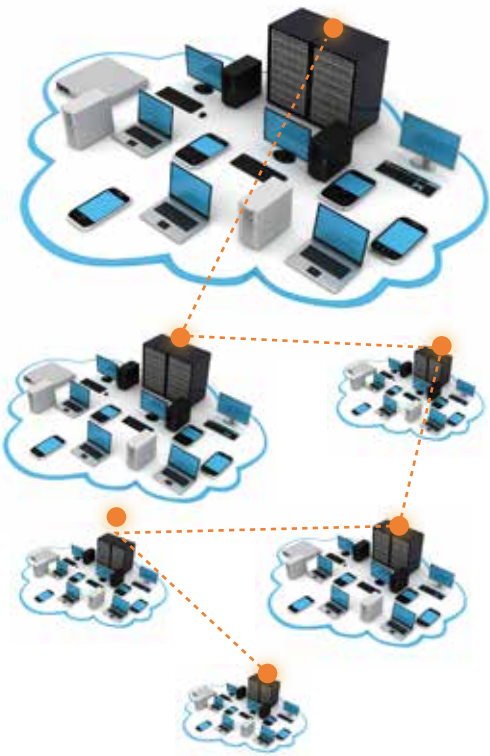
The bank's Global Network Team also turned to Blazent when challenged with upgrading the core operating system on over 1,000 network switches. Aside from the general technical planning, the biggest hurdle the Network Team faced regarding the switch upgrade was

quantifying the downstream impact of powering off each switch. Every server and device connected to a specific network switch had to be pulled offline during each switch upgrade.

The previous planning method used for network switch upgrades required the Network Team to:

- Identify the specific network switch they wished to upgrade,
- Extract a list of MAC addresses associated with each server and device that connected to the switch,
- Manually search through the CMDB to find the servers and devices that the MAC addresses belonged to, and
- Manually relate this information to key service information in the CMDB.

This laborious process often consumed in excess of half a day of effort for every network switch, and was further hampered by gaps in the data relating to MAC addresses. The Global Network Team approached Blazent for assistance.



HOW BLAZENT HELPED

Blazent worked with the Global Network Team to quickly identify the data that could support this network switch upgrade project. The team suggested data extracts from PortIQ, which contained the network switch name along with a list of connected MAC addresses. In a matter of days, Blazent pulled the PortIQ data extract into the Blazent database using an extensible Extract Transform Load (ETL) process.

Then, Blazent’s Technical Account Manager created a GUI-based report allowing the Network Team to upload a text file containing up to 300 switch names.

In a matter of minutes, a detailed report was delivered that matched the MAC data from PortIQ to the MAC addresses collected from over 20 different data sources and reconciled within the Blazent solution. This information was then connected to server names and

service information such as business criticality, service name, service manager contact details, etc.

Using Blazent, the bank’s Global Network Team had the information they needed to successfully upgrade their network switches more rapidly, and with less disruption to the internal business customer.

RESULTS

While a major benefit of using Blazent on this project was the significant reduction in the amount of time needed to gather information on the target network switches, the most important advantage was the improvement in the accuracy of data that influenced the change planning process.

With more accurate and timely asset intelligence, the bank’s Network Team could be more strategic in their approach, and proactively coordinate with the business units to minimize the impact of scheduled downtime on critical applications and services.

Task	Manual Process	Using Blazent
Network Switches to be Upgraded	1,000	1,000
Time to Gather Information on Servers & Devices Connected to Each Network Switch	4,000 Total Hours	21 Total Hours <i>16 hours setup 5 hours to run reports</i>
Days to Complete	250 Days <i>w/ 2 Contract Data Analysts</i>	3 Days <i>w/ 1 Blazent Professional Services Analyst</i>
Hourly Rate	\$58/Hour	\$150/Hour
Total Cost to Gather Information for Successful Network Switch Upgrades	\$232,000	\$3,150

BLAZENT IMPACT } **\$228,850** in Cost Savings + **247 day** reduction in processing time + **Minimized** Service Interruption

About Blazent

Blazent is the world’s most widely-used IT Data Integrity Engine. Built on patented algorithms developed over the last decade, Blazent’s cloud-based engine aggregates, reconciles and consolidates IT data to guarantee continuous accuracy, and to optimize IT management & operations. Global 5000 executives rely on Blazent to ensure effective governance & compliance, mitigate risk, control costs and support major business transformation. As the gold standard for IT Data Integrity, Blazent empowers the business of IT. Headquartered in Silicon Valley, California. For more information, visit www.blazent.com or follow Blazent on Twitter @Blazent.

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