



Case Study

Sumitomo Mitsui Banking Corporation (SMBC)

Adopts Avocent KVM Solution for Global Follow-the-Sun Server Management

Sumitomo Mitsui Banking Corporation (SMBC) Group offers a broad range of financial services, including deposit taking, lending, securities brokering and trading, securities investment, money transfer, foreign currency exchange, corporate bond trustee services and custody services, financial futures underwriting, investment trust sales and other commercial banking activities. The group is also engaged in the leasing, securities, credit card, investment, mortgage securitization, venture capital and other credit related businesses.

SMBC's London headquarters has a network of 60 servers that manage payment, loans, workflow and deposit systems, as well as the company's email and database applications. In the financial services environment, downtime invariably means lost revenues as well as a threat to the reputation of the bank.

The Challenge: Spaghetti Junction

For the last four years, SMBC had been using an analog KVM (keyboard, video and mouse) system to manage their server room, comprising a number of cascaded switches. Due to the need to plug individual keyboard, video and mouse cables from each server into the back of the KVM switch, the server room had become very cluttered.

"We realized that we needed to upgrade our server management devices when we added another server to the matrix. The mess of cables had become very unsightly and difficult to manage and installing a new server wasn't as easy as it should have been. In a growing server room environment, we felt that it was imperative to simplify the process of installing new servers," said Adam Mengham, European client server manager, SMBC.

The Key to Security

With business continuity a priority, SMBC has commissioned a disaster recovery (DR) site to mirror its UK-based servers and ensure constant uptime. Using a traditional analog KVM solution, SMBC would have needed to set up a separate server monitoring system at the DR site, based in London's Docklands. An analog solution would also mean that if the DR servers crashed, the network administrator would have to physically visit the server room to fix the problem. With a small team in London to look after the servers, SMBC wanted to avoid a lengthy journey across the capital to the DR site.

KVM over IP – The Answer to Remote Server Management

SMBC was looking for a solution that allowed its employees to log in remotely, however it did not want to lose out-of-band analogue connectivity at the rack.

Profile

Company

Sumitomo Mitsui Banking Corporation (SMBC)

Location

Tokyo, Japan

Type of business

Banking

Web site

www.smbc.co.jp/global/

"Avocent's DSR solution has given us complete console management capabilities across the enterprise. We can now provide 24/7 support. When a server goes down, the server management team receives alerts by SMS text message. No matter where we are, one of us can then log in through DSView[®], analyze the problem and if necessary reboot the faulty server."

Adam Mengham
European Client Server Manager
Sumitomo Mitsui Banking Corporation Group

Already aware of their expertise in network management, SMBC consulted Avocent and Techland to help them find a solution to their cabling and remote management needs.

SMBC therefore chose the Avocent DSR®2161 switch to control its server environment. The DSR2161 switch simultaneously allows two users to log in remotely and one to log in locally at the rack via an analogue connection. SMBC has installed six DSR2161 switches in the UK and can now control all the servers in the rack from any location using Avocent DSView software.

“The Avocent’s DSR solution has given us complete console management capabilities across the enterprise. We can now provide 24/7 support. When a server goes down, the server management team receives alerts by SMS text message. No matter where we are, one of us can then log in through DSView (management software), analyze the problem and if necessary reboot the faulty server”, said Mengham.

The DSR2161 switch has also helped Mengham to ensure that SMBC’s data center cabling issues are addressed. Avocent DSRIQ module cabling uses standard CAT5 cabling and instead of inserting three KVM cables into the switch from each server, only one CAT5 cable is necessary. This reduces clutter in the server room and saves space.

“The DSR2161 switch’s intelligent cabling system has saved us time in installation and the server room is now a much more pleasant and safe place to visit. Not that we need to visit very often now that we have remote access to the servers,” added Mengham.

Crossing the Atlantic

To take full advantage of the DSR2161 switch’s capabilities, SMBC has now implemented two additional units into its New Jersey data centre and New York branch offices. This has given SMBC’s server management groups in the UK and North America the ability to control servers on both sides of the Atlantic, as well as the DR site, all without leaving their desks.

“Although the DSR2161 switches were not extremely complex units to install, Avocent and Techland helped us to configure and design our network environment, so that it is now far more efficient. Techland also worked hard to ensure that we got the right pre-sales support. They were influential in helping us to decide on a server management system that is second-to-none. The whole solution will be key in enabling us to consolidate systems management control across the globe”, said Mengham.

“We are really aiming to become an organization that can maintain a follow the sun operation and ensure maximum uptime across the globe. Put simply, if our servers are down, we are losing money and more importantly if our communication systems are down, we lose contact with customers and risk damaging our reputation”, concluded Mengham.

About Avocent Corporation

Avocent delivers IT infrastructure management solutions that reduce operating costs, simplify management and increase the availability of critical IT environments 24/7 via integrated, centralized in-band and out-of-band hardware and software. Additional information is available at: www.avocent.com.

