

# Intertrust Services gains fast, intelligent and secure storage with IBM XIV



## Overview

### ■ The Challenge

As a newly established financial services organisation, Intertrust Services needed to implement a new data storage solution under tough time constraints. With only a small IT team, it was vital to choose a system that would be easy to administer and manage but also provide resilient, intelligent storage and backup capabilities.

### ■ The Solution

Recarta IT, an IBM Business Partner, worked with Intertrust to install an IBM XIV Storage System with three IBM x3850 enterprise servers at the company's production and disaster recovery sites. IBM Tivoli Storage Manager software was implemented to back up data to two IBM System Storage TS3500 Tape Libraries.

### ■ The Benefits

- Virtualisation and thin provisioning enabled a 50 percent reduction in utilised capacity, generating massive cost savings and freeing up capacity for future growth.
- Easy, rapid migration of data meant the installation was completed on time and within budget; it delivers on the organisation's daily operational business needs, while also ensuring the IT team is able to administer and manage the system easily.
- The XIV system offers integrated snapshot capability, providing Intertrust with a point-in-time backup strategy, minimising any strain on the infrastructure during regular backups.



*“The benefits of the XIV solution far exceeded our expectations, delivering exceptional performance while significantly simplifying storage planning and management.”*

*Richard McDermott  
IT Director  
Intertrust Services*

Guernsey-based Intertrust Services Limited offers trust, corporate and fund administration as well as taxation services. Intertrust Services was established in June 2009 to manage the fiduciary business services arm of Fortis Guernsey, following the parent company’s formal separation of its banking and fiduciary operations. The company, one of the first to be awarded a fiduciary licence by the Guernsey Financial Services Commission, employs over 100 people.

With a launch date of August 2009, the company had a very tight time scale to choose and implement an IT infrastructure. The system needed to comply with strict international regulations around the secure management and dissemination of sensitive financial data.

The recent de-merger meant Intertrust had limited internal IT resources, so the new system needed to be easy to use from an administrative and management perspective.

“We wanted to implement a new storage and backup solution which would not require us to hire dedicated storage experts – but we definitely did not want to compromise on performance or security,” explains Richard McDermott, IT Director at Intertrust Services. “With limited resources onsite, we needed help to develop a clear strategy to ensure the coherent management of storage and backups on an ongoing basis.”

#### **Developing a strategy**

Intertrust approached several IT suppliers, and it was Recarta IT, an IBM Business Partner, which most impressed with its proposal. Intertrust chose Recarta IT for its proven track record in the banking sector and as an existing trusted technology partner to its parent group.

“We have been working with Recarta over a number of years and have been consistently impressed with their service, speed of response and knowledge of new systems. They take the pain away of managing complex maintenance agreements, technology updates and make the whole process so much easier,” comments Richard McDermott.

Recarta worked with the IT team at Intertust to fully understand the company’s requirements and provided on-site demonstrations of the recommended solutions to enable the company to make the best possible decision.

Intertust deployed an IBM XIV Storage System at its production site, with all data synchronised to a duplicate IBM XIV Storage System at its disaster recovery site. Data from the XIV systems is backed up to an IBM System Storage TS3500 Tape Library at each site using IBM Tivoli Storage Manager software. This provides a second layer of backup, adding to the resiliency of the solution.

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#### **Key Components**

- IBM XIV Storage System
  - IBM System Storage TS3500 Tape Libraries
  - IBM System x3850
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### **Choosing IBM XIV Storage System**

The IBM XIV Storage System is a revolutionary, high-end disk storage system that has been designed to eliminate the complexity of administration and management of tiered storage. The XIV system is based on a grid of standard, off-the-shelf hardware components connected in any-to-any topology by means of massively paralleled Gigabit Ethernet, and contained within a single chassis. Its ground-breaking architecture delivers tier-one performance levels while providing up to 79TB of storage capacity at a tier-two price point.

Data is automatically spread across the available disks, and all disks are mirrored to provide full redundancy. If an individual disk fails, the XIV system automatically rebuilds the mirror with a functioning disk – providing rapid autonomic self-healing, with no need for manual input from the IT team. A 1TB disk can be fully rebuilt in around 30 minutes, significantly reducing the risk of data loss and business disruption. Intertust would also be able to take advantage of the XIV storage system's built-in snapshot capability, providing the company with a 'point-in-time' backup strategy.

"The benefits of the XIV solution far exceeded our expectations, delivering exceptional performance while significantly simplifying storage planning and management," says Richard McDermott. "We were excited at the prospect of adopting leading-edge technology without the headache of learning completely new skill-sets. The self-healing and snapshot properties made us confident that we would be able to offer our customers consistent service with no interruptions."

### **Rapid, painless implementation**

With the company established in June 2009 and an official launch date of August that year, Intertust challenged Recarta to meet an ambitious deadline. Choosing IBM XIV Storage system enabled easy, fast data migration with minimal disruption.

"One of the reasons XIV is an intelligent storage system is that it migrates the applications first and then copies the data across the network in the background – so it minimises the amount of time that the system is actually offline," explains Richard McDermott. "The 50 percent reduction in utilised capacity and lack of additional licensing costs through the mirrored infrastructure meant we also had an impressively low total cost of ownership to look forward to. It seemed almost too good to be true at such a reasonable price."

### **Enjoying the benefits**

Intertust can be confident that its customers' sensitive financial data is highly secure with XIV, as it provides an audit trail of all user activities and commands executed. Role-based management ensures only authorised personnel have access to confidential information.

*"The IBM XIV solution has empowered Intertust to offer clients the best service with unbeatable performance and security."*

*Richard McDermott  
IT Director  
Intertust Services*

“Our customers need to be 100 percent certain they can rely on us for discreet and faultless handling of their accounts. XIV allows us to guarantee this and explain the practical steps we have undertaken on their behalf to verify security,” says Richard McDermott.

The ability to create thinly-provisioned storage pools on the fly has added flexibility and dramatically reduced the overall space required to store Intertrust’s data. With thin-provisioning, Intertrust can allocate a pool of storage to a particular server, but allow the XIV solution to “lend” the storage to other servers if the pool is not completely used. This makes capacity planning incredibly simple, as Intertrust can set an upper limit on a particular server without actually using the capacity until it is required. It also enables Intertrust to make the most of its investment in disk capacity – because greater spare capacity translates into greater performance for XIV.

Richard McDermott concludes: “Recarta and IBM have provided a solution that not only meets our needs for the present, but also those of the future. The IBM XIV solution has empowered Intertrust to offer clients the best service with unbeatable performance and security.”



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