

Fast Facts

Customer: RBS Global Banking and Markets

Web site: www.rbs.com

Number of Employees: 10,000+

Country: United Kingdom

Industry: Financial Services

Customer Profile

RBS Global Banking and Markets is a division of the Royal Bank of Scotland Group. It provides banking, financing, risk management, and investment services to commercial, corporate, offshore, and institutional clients.

Benefits

- Consolidated servers regionally
- Lower storage costs as a result of reduced I/O profile
- Optimization of 64-bit technology investments
- Integrated anti-virus software reduces risk of adopting early technology and improves protection
- Improved availability and recoverability of corporate messaging environment
- A platform for possible future implementation of unified messaging

Software and Services

- Products
 - Microsoft Exchange Server 2007

Global Bank to Make Significant Infrastructure Cost Savings from New Messaging Environment

“For RBS Global Banking and Markets, becoming an early adopter of technology had to be relatively risk free. We anticipate significant cost savings by using Exchange Server 2007.”

Matt Smith, Project Leader, RBS Global Banking and Markets

The IT team at RBS Global Banking and Markets had known for some time it needed to improve the division's messaging environment. It was expensive to maintain the existing environment consisting of Microsoft® Exchange 5.5 and difficult for the IT team to deliver against their objectives of reducing costs while increasing availability and performance.

Matt Smith, the project leader of the messaging environment upgrade at RBS Global Banking and Markets, says the bank's participation in the Rapid Deployment Program (RDP) for Microsoft Exchange Server 2007 was driven mainly by the IT team's desire to:

- Benefit from the reduced storage requirements to be gained from the improved I/O performance on the storage subsystem.
- Take advantage of the 64-bit capability to deploy fewer, more powerful servers worldwide regionally, reducing costs and simplifying management.
- Use new clustering technologies to improve resilience and ensure this important internal and customer communication channel is always available.
- Deploy the latest version of Microsoft Office Outlook® Web Access 2007 for users not based in the office to improve productivity and ease of international travel.

As part of the RDP, the bank has more than 80 live users of Exchange Server 2007 running on a resilient, dual-site setup using high-end storage equipment. This will be a precursor to the eventual rollout of the solution to three regional hubs in London, Hong Kong, and Greenwich, Connecticut, to serve all of the division's 10,000 + users.

The bank is working with EMC during the RDP for its storage requirements delivering tier one storage and synchronous replication across two data centres. Whilst Microsoft are not providing the facility to migrate directly from Exchange 5.5 to 2007, to support this process, independent software vendor Quest Software is helping to ensure the smooth migration from Exchange 5.5 to Exchange Server 2007 using their Exchange Migration Wizard software.

RBS also chose to implement Microsoft Forefront anti-virus software for the Exchange 2007 RDP. Smith says: “It was important for the Exchange 2007 program we made use of integrated protection provided by Forefront for Exchange 2007. Having multiple anti-virus vendors running simultaneously against the database will give us a three or four-fold increase in protection.”

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