

client info *at a glance*

Company:

A leading international clearing house

Industry: Financial Clearing**Company Overview:**

Serves major international exchanges and platforms, as well as a range of OTC markets.

A global leader in clearing:

- interest rate swaps
- bonds and repos
- futures and options

Business Value:

Cost avoidance, time saving, support of virtualisation strategy and increased ROI of IT estate



A leading international clearing house achieves cost avoidance of more than **£1,000,000** in just six months

This world-class, independent clearing house is a global leader serving major international exchanges and platforms, as well as a range of OTC markets. It is critical their clearing service performs faultlessly; it sits in the middle of every trade. The organisation underpins many important financial markets, facilitating trading and increasing confidence within the market.

Their IT estate consists of hundreds of UNIX and Windows servers with nearly 1,000 VM guests running on several boxes. Cost reduction and avoidance are strong drivers within the organisation, and capacity management was identified as an area where savings could be made.

When this international clearing house appointed their most seasoned capacity planner, his first task was to establish a capacity management group and define processes. As is the case in many enterprises, many activities and decisions were being made in silos, and business needs were being filled after a specific need was identified.

To rectify the situation, the use of ITIL processes and selection of a capacity management software toolset to align with ITIL were seen as key objectives. The capacity planner also needed to free some of his time, provide an easy-to-use tool for other departments, and recommend a tool that showed the business benefits of its use.

He worked with the business, product support, Linux, Windows and VMS users to define the solution specifications to meet everyone's needs; the incumbent solution had fallen behind the demands of the organisation some time ago. His main priority was to find a capacity and performance reporting tool that was all-inclusive.

Having gone through the tender process and extensive evaluation and review, TeamQuest was selected. He said, "The implementation was really quick and easy. Almost within a month we had TeamQuest running on everything in our environment."

"The implementation was really quick and easy. Almost within a month we had TeamQuest running on everything in our environment."

At the same time, some consultants were working on a project that required system statistics. They were using a system administrator's time to complete the work, which was time-consuming and pull the system administrator away from his normal tasks. In a pinch, they used TeamQuest, and it saved them time and money. "I believe this alone saved us about £75,000," he stated.

Within the first three months of using TeamQuest software, the group saved about £400,000.

"TeamQuest software paid for itself within one quarter. We found a bunch of runaway tasks on different machines that were using memory and CPU, so we saved upgrading those machines by catching those runaway tasks," he said.

"We have product support, the business itself, the virtual memory guys, and the source and supply group using TeamQuest data to make business decisions"

and performance issues, and reporting is easier with everyone involved in the meetings.

"We have product support, the business itself, the virtual memory guys, and the source and supply group using TeamQuest data to make business decisions. Even senior management uses it to keep track of what's happening," said the senior capacity planner. He believes some of his success is attributable to the groups outside of IT using it. "They just take a five-minute lesson in the beginning and they're on their way."

The capacity management group consists of individuals from each business unit, all working together and sharing in the success and savings achieved. For example, the cross-silo team discusses decisions on new projects

Another reason for their success is due to support on the virtualisation side. They are moving toward a virtual environment in a major way and require virtual machine reports.

"The ExceptionRep* guys were able to meet my needs within a month. They had it all written, producing reports, saving me a lot of time and money, and allowing me to do my job as it needed to be done. I used to spend 4 days a week gathering metrics for reporting and I don't do any of that anymore. There have been many times where automation has been the savior of the day."

"I used to spend 4 days a week gathering metrics for reporting and I don't do any of that anymore."

The group has saved a significant amount of money so far. For his company's business needs, the lead capacity planner said this was the right product at the right time. "We needed a very deep, detailed reporting solution that was easy-to-use and could bring all the different groups together to work from the same pane of glass."

The capacity management group, using information delivered by TeamQuest Performance Software, has used data to improve productivity, increase efficiency and boost savings.

"This tool solves the problem of everyone saying, 'I think my opinion is right.'" He adds that all projects – new or a change – are brought to the capacity management group.

*Note: *Exception Reporter is an extended reporting solution, developed in Europe and part of the TeamQuest software suite.*

About TeamQuest Corporation

TeamQuest Corporation is the global leader in IT Service Optimization (ITSO), specializing in Capacity Management software. TeamQuest helps IT organizations consistently meet service levels while minimizing costs and mitigating risks. By combining performance data and business metrics, TeamQuest software enables IT organizations to provide accurate, objective information as input to critical business decisions. Companies around the world trust TeamQuest software to help them proactively improve service delivery and support best practices.

For more information, visit www.teamquest.com or call 1-641-357-2700.

In Europe, Middle East and Africa, call +46 (0) 31 80 95 00

In Asia Pacific call +852 3571 9950

Copyright © 2013 TeamQuest Corporation. All Rights Reserved. TeamQuest and the TeamQuest logo are registered trademarks in the US, EU and elsewhere. All other trademarks and service marks are the property of their respective owners.