# TEAMQUEST®

# DCI Maximizes IT Services for Banks with TeamQuest Software
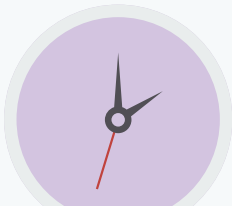
## Case Study

*TeamQuest specializes in IT Service Optimization*

# TEAMQUEST®

# Client Info at a Glance

**Company:** Data Center Inc.

**Industry:** Financial

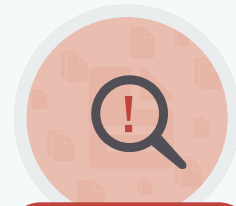## Team Accomplishes More

**REAL-TIME** MODELING

TeamQuest Model ensures accurate configuration with **expanded** capabilities.

**ANSWERS**
– CUSTOMER QUESTIONS –

Capacity Modeling **proved** DCI would meet challenging customer requirements.

– DETAILED PERFORMANCE –
**ANALYSIS**

Active monitoring with TeamQuest View allows adjustments for **peak performance** and resource management.

# DCI Maximizes IT Services for Banks with TeamQuest Software

Data Center Inc. provides full-service bank technology and processing solutions for nearly 200 financial institutions nationwide. The company's flagship product, iCore®, is a sophisticated and scalable system for the automated management and processing of banking transactions, financial data, customer account information, and more. iCore features a single relational data source that provides real-time management of all information across a bank's entire enterprise.

Jeff White, DCI Senior Technical Services Programmer, was looking for a way to further maximize iCore system resources and responsiveness for DCI's increasingly larger bank clients.

"Our clients should expect their nightly processing runs to be as efficient as possible — and to have iCore up and running — long before they arrive to start the next day's business," says White. "However, as our bank clients grow, so can nightly processing and system demands. We wanted to ensure we can maintain optimum system capacity and unparalleled uptime for our larger clients with minimal configuration changes or expense."

> *"We knew we could not simply relocate client processing among existing hardware as our client needs grew," noted White.*

## A Confident IT/Business Decision

White and his team chose TeamQuest Model, a capacity planning tool to provide accurate performance modeling and what-if predictions on the iCore system capabilities.

"We knew we could not simply relocate client processing among existing hardware as our client needs grew," noted White. "We wanted expanded, real-time modeling capabilities to ensure we continue to make the best configuration choices."

# The Right Solution

White's team used TeamQuest Model to select new server equipment that would meet expanding needs without overbuying.

"TeamQuest Model helped assure that we continue to exceed our uptime thresholds and reduce processing time up to 50% or more," said White. "Customers are very pleased with the performance of iCore, and TeamQuest software helps us keep it that way."

# Satisfying Needs

Validation of TeamQuest's value to iCore also became evident when a billion-dollar DCI customer asked White for proof that iCore could continue handling all the processing capacity they would require. As a demonstration, White used TeamQuest Model to multiply the workload on the iCore server to five times the bank's current level. The results showed no impact on performance after quintupling the workload, conclusively proving that iCore can easily handle the processing requirements of a multi-billion-dollar institution.

White also utilizes TeamQuest View for in-depth, real-time and historical performance analysis of iCore capabilities. Says White, "TeamQuest View helps us actively monitor iCore resources and operation, rule out false alarms, and make adjustments for peak performance."

Overall, TeamQuest software helps White and his team spend their time more productively, ensuring DCI clients remain highly satisfied with their iCore service.

*"Customers are very pleased with the performance of iCore, and TeamQuest software helps us keep it that way."*

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## OTHER LOCATIONS

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**UNITED KINGDOM**
**MEXICO**
**HONG KONG**

With resellers in many additional countries.

## CONTACT US

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