MUTUAL OBLIGATIONS FULFILLED WITH TRANSFORMATIVE TECH REFRESH

Customer

Maitland Mutual Building Society Limited

Industry

Banking & Finance

Challenges

• Meeting core member service obligations
• Impact on technology and partner choices of finance sector compliance

Solution

• Technology Refresh – IBM Power AIX Systems (S814 4 Core), 2260 tape drive; IBM storage V5020 SAN; Lenovo System x3650s M5 with tape drives; Windows 2012 R2 DataCenter Server to run a highly virtualised environment; VMWare; APC Smart-UPS X 3000VA Rack
• High Availability Software MIMIX DR for AIX from Vision Solutions

Results

• Transformative, worry free, high performance computing
• 30-50% efficiency gains

With service obligations to its 14,000 members and regulatory stipulations impacting on technology and partner selection, The Mutual's core system refresh ticks all the boxes. It has been transformative in its delivery of worry free, high performance computing.

The Customer

Maitland Mutual Building Society Limited - The Mutual - has been a stalwart of NSW's Hunter Valley financial services for 129 years. Today, it has 80 staff operating from administrative headquarters in Maitland, six branches and two agencies across the region. As a mutual entity, the Building Society has responsibilities to deliver an innovative product range and the highest service levels to 14,000 personal and business members. And it has proudly fulfilled this obligation since its inception – in October 1888, The Mutual made their first housing loan, and in contrast to the social norms of the day, made this loan to a female.

The Challenges

The Mutual's policy is to assess infrastructure renewal every three years to keep within warranties and avoid ageing-related risks to business critical technology platforms. Essential to the latest update was the specification of a renowned High Availability (HA) solution that would enable it to easily switch between the production system and Disaster Recovery (DR). As a consideration overlay, Australian Prudential Regulation Authority (APRA) stipulations governing finance sector privacy and data security have an impact on technology and partner selection.

Todd Paterson, Manager of Information Systems at The Mutual, sought an integrator with finance expertise that understood the organisation's evolving business needs and the demands of regulatory regimes on its ICT. That partner would also differentiate itself by having the ability to commit to personalised support. Todd turned to its trusted equipment supplier, IBM, for a recommendation, and was pointed to Team Computing.

The Solution

Team Computing proposed a competitively priced, virtualised environment with the latest real-time replication platform. IBM technology was put forward not because it was the incumbent but because the quality component solution was assessed to be the outright answer to The Mutual's needs, and it would let Todd sleep at night. Team Computing engineered the integration of the underlying Power AIX system with the resilient Vision HA layer.

The smoothly coordinated refresh went live on time and within budget. Team Computing was so confident that, at go live, Todd was given Peter Sanderson's [Managing Director, Team Computing] mobile number and told to call any time.

"Typical of the finance sector, we're conservative by nature. We can't just grab and deploy any technology we want. We have to consider not only the 14,000 people relying on our systems for their financial transactions, but also regulators such as APRA. But we're not afraid of looking at things differently, we're open to new possibilities."

- Todd Paterson, Manager of Information Systems at The Mutual

"This was a significant move for us into the unknown. But we had the generous support of Team Computing's business and technology expertise on tap. They were with us in all dealings with IBM and Vision so we were certain we had the right product set and knew exactly how to get the most from it."

- Todd Paterson, Manager of Information Systems at The Mutual

Results

The Mutual has experienced no problems with the new environment in the three months since go live.

Every business day – Monday to Saturday – the system has to be prepared for normal trade and again for end of day close down. Todd says these multiple processes had taken 40 minutes to complete but, with the new equipment and replication, that time has been trimmed by half. And the recent end of financial year roll over was reduced from four to under two hours.

Todd was also impressed by Team Computing's ability to mitigate risk, even in the small things he hadn't considered: "They setup an automatic "flick over" to duplicate some key cabling in our servers. That may not sound much but if something as simple as a cable is dislodged, the impact can be huge."

"The refresh has been transformative in terms of providing us with worry free, high performance computing. And we have seen 30-50 percent efficiency gains across most areas of our IT service."

- Todd Paterson, Manager of Information Systems at The Mutual

About Team Computing Australia

Focused on helping mid-sized organisation streamline their ICT, flexibly and securely, Team Computing designs and implements integrated, best of breed and niche solutions across software, networking and infrastructure. We deliver managed services, cloud transition and facilities management. Every person at Team is highly skilled, customer-focused and empowered to help you.

30 year old Team Computing has worked with IBM since its early days and the deep heritage of that relationship is reflected in its IBM customer number: 001.

For Additional Information

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