

Toyota Financial Services New Zealand is the largest motor vehicle manufacturer-owned finance company in New Zealand. After years of difficulty with sluggish, legacy storage systems that were complex to manage and expensive to scale, the company turned to Pure Storage to deploy faster, easier-to-use infrastructure that would better prepare them for the future.



BUSINESS TRANSFORMATION

With Pure Storage, Toyota Financial Services employees now have uninterrupted access to essential applications, while IT spends virtually no time managing storage. High-performance storage is also helping the team integrate business intelligence into its operations and enhance the performance of its critical applications.

GEO

New Zealand

INDUSTRY

Financial Services

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Barry McAuslin,
Senior Database Administrator

SELECTING PURE STORAGE TO GO THE EXTRA MILE

Having helped more than 300,000 customers with finance and insurance, Toyota Financial Services lends its expertise to New Zealanders to help them get moving and protect their investments. One of the largest motor vehicle finance companies in New Zealand, it offers a wide range of services, including vehicle financing and leasing, fleet management, and insurance.

Toyota Financial Services makes use of its strong brand, proprietary data, customer service, and extensive market expertise to build and maintain a strong business foundation. Because it works closely with both Toyota customers and dealer networks, the team in New Zealand can focus on delivering services across the entire vehicle lifecycle — a value-add independent financiers can’t touch.

As a one-stop shop for automotive finance with a comprehensive range of products and services, Toyota Financial Services’ total assets are more than NZD\$1 billion. To continue on this path of success, the team promoted operational efficiency through IT investments that reduced effort and risk of disruption.

KICKING LEGACY STORAGE TO THE CURB

Toyota Financial Services places significant emphasis on best practices and the ‘Toyota Way’. While much of its value proposition depends on the reliability and quality of its service, the team was struggling with a storage system that could not live up to either ideal.

“Speed was one of the biggest factors,” said Darren Wiseman, IT Manager at Toyota Financial Services NZ. “We had so many issues just getting anything on and off of the old EMC system. Our organisation has a huge interest in business intelligence and data warehouse reporting, but we were experiencing bottlenecks that made many of the things we needed to do each day nearly impossible.”

Toyota Financial Services runs on Alfa, a business-critical system which is used to set-up finance for customers, manage fleets, and much more. “When Alfa became sluggish because of our previous storage environment, there was a deep organisational impact,” Wiseman said. “If you had to run a report at 3pm in the afternoon, it would run so slowly that we’d get complaints because our receivables system would break down.”

To maintain its position as a market leader, Toyota Financial Services needed a premier IT environment. After dealing with issues and latency problems for two years, Wiseman

COMPANY:

Toyota Financial Services New Zealand
<https://tfs.co.nz>

USE CASE:

- Pure Storage FlashArray//M10

CHALLENGES:

- Legacy storage was too complex to manage and difficult to expand.
- Poor storage performance caused long delays in accessing key applications and files, impacting business productivity.

IT TRANSFORMATION:

- The time spent replicating systems has shrunk from eight hours to less than one.
- Spinning up services now takes seconds instead of minutes.
- The team has more time to spend on key business intelligence initiatives.

“Our entire environment is running smoothly on Pure Storage.”

Barry McAuslin,
 Senior Database Administrator

and Toyota Financial Services Senior Database Administrator Barry McAuslin put out the call for a new storage provider. “We chose to go with Pure Storage because of how it was architected,” McAuslin said. “Daily management was so much more straightforward and certainly a lot easier than what we were used to.”

Wiseman added, “Aside from what the technology itself can do, Pure Storage stood out by consistently being very keen to help. That level of support and ease-of-use is especially critical for a team of our size.”

HITTING THE GROUND RUNNING WITH PURE STORAGE

The Pure Storage difference was almost instantaneous for Toyota Financial Services. “It was such an easy set up, and now when we create new volumes and replications, it’s much simpler,” said McAuslin. “And we were able to do things like monitoring and troubleshooting a key Alfa job that we never could’ve dreamed of doing before.”

With Pure Storage, Toyota Financial Services experienced faster speeds and less frustration, translating to more time spent on projects that move the needle. “Speed is a lot better all around,” Wiseman said. “We replicate systems in less than an hour instead of eight, process data warehouse reports significantly faster, and spin up services for testing in mere seconds — all while using less bandwidth.”

Reliability is another key factor for Toyota Financial Services, especially when it comes to IT. “From file storage to databases, file printing to the Alfa application itself (including dev, testing and post production environments), to the systems centre, our entire environment is running smoothly on Pure Storage,” McAuslin said. “It’s one thing to claim that a system is easy to manage, but it’s another to really prove it. And Pure Storage has done just that from day one.”

AN OPEN ROAD FOR COMPETITIVE ADVANTAGE

Once Toyota Financial Services migrated to Pure Storage, everyone had more time to focus on creating a competitive advantage in the finance market. In competing with banks and other financial institutions, Toyota Financial Services must constantly look for ways to deliver better service.

“Business intelligence thinking is a critical mindset for us,” Wiseman said. “We have conversations about what we need to do in terms of industry and legislative compliance, and how we can tweak what we’re doing to be as successful and competitive as we can. Pure Storage enables us to focus on this crucial aspect of the business.”

By spinning-up new environments quickly, the team can test and iterate on new ideas that pave the way for the future of the business.

“The Alfa application is our lifeblood, and the team that looks after it wanted an isolated environment to run tests on,” McAuslin said. “We were amazed at how easy it was to set up with Pure Storage’s technology — we could create a fresh environment and it didn’t take up much space at all. Pure has helped open up all this room for innovation with no business disruption or headaches.”

Toyota Financial Services offers its customers sound, high-quality financial products and services, and it now has a reliable, fast, and easy to use storage system to match, with more time to build out and improve its offerings.

“Put simply, we use Pure Storage for everything,” said Wiseman.



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