

TSB has used Pure Storage to not only relieve storage and process constraints, but also to improve the complexity of its analytical models and gain a better understanding of its client base. TSB achieved a significant reduction in duplication rates, reduced IO latency to zero, and achieved significant performance gains.

**BUSINESS TRANSFORMATION**

By moving to FlashArray™, TSB has been able to increase the resilience of its existing infrastructure and ensure technology applications are in line with the expectations of its customer base and staff.

GEO

New Zealand

INDUSTRY

Banking / Technology

“Older arrays have a tendency to keep storage engineers up at night, but one of the key benefits of Pure Storage is the peace of mind we’ve been given.”

Hamish Archer, *Chief Technology Officer*

TSB TURNS TO FLASHARRAY TO IMPROVE CAPACITY AND PERFORMANCE

Founded in 1850, TSB is one of the few 100 percent New Zealand-owned, independent banks. With the needs and interests of customers at the forefront, TSB provides Kiwis with everyday accounts, home loans, mortgages, savings, investments, and more.

The bank is based in New Plymouth on New Zealand’s North Island, and operates with more than 500 staff across the country — 50 of which are in the IT team. As a predominantly retail bank that develops and deploys its own online banking solutions, the key to TSB’s continued success and growth relies on the seamless execution of the apps used by staff, customers, and customer support.

In June 2016, after an extended period of operational challenges and IO constraints with its traditional storage infrastructure, TSB decided to look at flash storage solutions as an alternative, with the traditional arrays requiring considerably more time and attention than was necessary.

TSB Bank Chief Technology Officer, Hamish Archer, explained: “Our infrastructure is split between a core banking infrastructure stack and apps that support online banking. As an IT team, our existing, older solution required nursing along — we were up against significant capacity constraints and we were managing everything incredibly carefully.

“Beyond meeting our high-performance requirements, we needed a storage solution that was simple to manage. We were spending an incredible amount of time monitoring and trying not to overlap concurrent applications and we needed a solution that would give us the utmost confidence in its infrastructure and platform.”

A DECISION BASED ON PERFORMANCE

While researching non-traditional flash solutions options, the TSB team came across Pure Storage. The decision process was highly considered, with TSB doing its due diligence and comparing the Pure Storage solution to those from several other vendors.

For TSB, customer service and access to high-level support were significant considerations. Based in a relatively provincial part of New Zealand, not only did a new partner need to be able to meet the bank’s operational needs and challenges, but they also needed to be able to offer a high level of support.

COMPANY:

TSB
tsb.co.nz

USE CASE:

- Large databases
- Virtual machines
- Core banking infrastructure stack
- Applications for online banking

CHALLENGES:

- The company faced operational challenges and IO constraints.
- Traditional storage arrays were nearing the end of their lifespan.
- The previous solution required significant management and supervision.

IT TRANSFORMATION:

- TSB achieved a significant reduction in duplication rates, with a total reduction excluding thin provisioning from 3.4 to 1 (8.3 to 1 including thin provisioning).
- IO latency was reduced to almost zero.
- Significant performance was achieved, with processing running 3-4 times faster than traditional storage.

“Using Pure Storage has given us the ability and the capacity to look forward. We’ve purchased a second array now and found that using Pure Storage has simplified our future plans significantly.”

Hamish Archer, *Chief Technology Officer*

In the end, the decision was made based on the superior performance, customer support, and the simplicity of the Pure Storage FlashArray platform.

“The integration with Pure Storage was straightforward and painless,” Archer said. “As with any new piece of equipment, the team was cautious about moving across some of our more challenging workloads, so we made sure not to rush.”

“Once across, the difference was immediately obvious. Straight away we could see that the IO latency on large databases had dropped to almost zero. We saw significant gains in performance, with processing running 3-4 times faster than it had been with traditional storage.”

“The Pure Storage model is impressive, but overall it’s incredibly simple and we have found it to be more than capable of supporting all the integrations we need.”

SIMPLIFIED MANAGEMENT PROVIDES PEACE OF MIND

A year on, TSB has seen a number of benefits from the integration with Pure Storage. Beyond improved productivity, performance gains, and increased storage capacity, the team has found they no longer need to watch or manage the platform so carefully.

“Older arrays have a tendency to keep storage engineers up at night, but one of the key benefits of Pure Storage is the peace of mind we’ve been given. Instead of focusing on the constraints of our previous storage solution, Pure Storage has given us the ability to look forward,” Archer said.

With 350 virtual machines running on the first array, including staff support apps, online applications, and the information insights team, TSB has now deployed a second array to replicate critical applications and increase the resilience of these applications.

“Using Pure Storage has allowed us to increase the complexity of the analytical models that our team uses and ultimately given us a better understanding of our client base. From here it’s about increasing the resilience of our corporate apps and making sure our existing infrastructure is in line with the expectations of our customers and staff.

“We chose Pure Storage with confidence that they will continue to grow with us. They are now a significant part of our technology system and moving forward we have no doubt they will continue to meet our needs,” Archer said.



info@purestorage.com
www.purestorage.com/customers