



STANDARD CHARTERED BANK »»

ACHIEVING SIGNIFICANT COST REDUCTIONS THROUGH DATA CENTRE CONSOLIDATION

Atos Origin and the Standard Chartered Bank have entered into a seven year international outsourcing agreement covering the managed operations of the bank's Data Centre infrastructure. Atos Origin will deliver an improved level of performance and reduce costs through the deployment of new technologies and greater standardisation and consolidation. The new relationship and framework will also allow Standard Chartered Bank and Atos Origin to explore other areas of cooperation.

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Business Challenges

Standard Chartered Bank was looking to achieve greater leverage of its IT resources for the business across the Asia Pacific region. It also wanted to move from its current technology and mode of operations in the Asia Pacific Data Centres to a new technology base and mode of operations that would deliver higher service and quality levels to its customers at an improved Total Cost of Ownership (TCO).

There was also a desire to improve the resilience of the services and to be better able to support the future growth plans of the business. And, as one of the world's leading international banks, achieving this with a partner they could trust and with the minimum risk to both the business and their customers was a top priority.

Solution

Together with Standard Chartered, Atos Origin developed a Transition Programme to prepare for and deliver this major change which has involved around 34,000 end users, 650 servers and 190 applications across 19 countries. Central to this was the migration to a new mode of operations. This included consolidating the data centre from 4 locations to a twin Data Centre location based in Hong Kong and integrating with the bank's own IT service centres. From these centres, Atos Origin now runs the majority of the banks core consumer and wholesale banking platforms, as well as systems linked to ATM's. Services include mirrored disaster recovery facilities, and new storage and service desk facilities.

Another feature of the solution has been technology refresh (hardware and software) covering nearly 95% of the mainframe, midrange and storage platforms for Standard Chartered's business operations.

New processes, procedures and supporting tools for Data Centre operations have also been deployed. This includes Atos Origin's own ITIL-based Continuous Service Delivery Model which ensures globally consistent processes and service delivery and Global Enterprise Management System (GEMS) tool, which enables distributed monitoring as well as technical and service support from region-wide service centres.

The first Phase of the programme to establish the new infrastructure (facilities, technology and process) began during 2004 with the second Phase, completing in 2005. This was structured as a series of migrations in which individual country's processing facilities moved to the new location in Hong Kong and which also involved the decommissioning of 3 other facilities.

Benefits

Standard Chartered was looking to achieve greater leverage of its IT resources for the business across the Asia Pacific region. Its new twin Data Centre mode of operations now has higher resilience and disaster recovery capability across all production systems and Atos Origin has agreed to, and is delivering, higher performance targets within the Service Level Agreements (SLAs). Furthermore, there have been no single points of failure within the supported infrastructure.

In terms of TCO, the Standard Chartered has been able to realise a 50% reduction in cost of mainframe operations and a 30% reduction in cost of midrange operations. And as part of this long-term agreement, Atos Origin has been able to offer more flexible and scalable pricing, giving even greater economies as the business grows.

"This is a long term partnership that will

leverage the latest technology to deliver significant cost and capability benefits to the Bank."

Peter Sands, Finance Director of Standard Chartered Bank

For more enquiries, please email enquire@atosorigin.com

About Standard Chartered Bank



Standard Chartered is one of the world's most international banks, employing over 40,000 people, representing 80 nationalities, across its network. Standard Chartered operates in over 1,200 locations (including subsidiaries, associates and joint ventures) in more than 50 countries in the Asia Pacific Region, South Asia, the Middle East, Africa, the United Kingdom and the Americas.

Standard Chartered serves both Consumer and Wholesale Banking customers. Consumer Banking provides credit cards, personal loans, mortgages, deposit taking and wealth management services to individuals and small to medium sized enterprises. Wholesale Banking provides corporate and institutional clients with services in trade finance, cash management, lending, securities services, foreign exchange, debt capital markets and corporate finance.

Standard Chartered PLC is listed on both the London Stock Exchange and the Stock Exchange of Hong Kong and is in the top 25 FTSE-100 companies, by market capitalisation.

Advance with Atos Origin - for business and IT in harmony

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