



Sicredi Improves Data Center Monitoring with CA DCIM



CLIENT PROFILE

Industry: Financial Services

Company: Sicredi

Employees: 12,000-plus

BUSINESS

Sicredi is one of the largest credit cooperatives in Brazil. The company is located in 11 Brazilian states, with 1,140 customer service units, and a total of 1.7 million members.

CHALLENGE

Data center facility monitoring was being carried out by Sicredi's maintenance department. The IT department needed to take over this function and find an effective solution to solve routine issues more proactively.

SOLUTION

CA Data Center Infrastructure Management (CA DCIM) enables Sicredi to monitor data center environments across its operation, with access to real-time data such as energy, heat and cooling information.

BENEFIT

The IT department can now measure energy efficiency levels in the data center, and can optimize the way it delivers the infrastructure. Operations are far more sustainable and costs have been reduced.

Promoting the social and economic development in Brazil

Sicredi is a financial institution based on credit cooperatives; a business model developed by Sicredi in Brazil. It is one of the largest cooperative systems in the country and Latin America. The system enables individuals and companies to access financial products and services, while also encouraging social and economic development.

The credit cooperative's profit is passed on to its members and business owners directly in proportion to the volume of their operations. Profits are then reinvested locally, strengthening the economy of the local region.

Sicredi operates in 11 Brazilian states and 881 municipalities. The company has 120 credit cooperatives covering a total of 1.7 million users across 11 Brazilian states and 881 municipalities. Five Central Cooperatives, a Confederation, a Foundation and a Cooperative Bank oversee insurance distribution companies – as well as managing cards and consortia.

Sicredi provides more than 100 products and services, including current accounts, cash machines, investments and money exchange facilities.

Challenge

Taking control of the management of the infrastructure

“We needed to be more involved in monitoring the infrastructure's services load.”

Fausto Vanin

IT Services Analyst, Sicredi

Sicredi's IT department supports nearly all of its products and services – from internet banking to cash dispensers – via a shared services centre, in Rio Grande do Sul. The company's main data center is based in the same location.

Fausto Vanin, IT Services Analyst at Sicredi, comments, “Effective management of our data center facility is critical to ensure high availability and continuity of resources – which enable us to deliver services to the user. Despite this, Sicredi's facilities were being run by our maintenance department. Important data about the environment was only being collected on a monthly basis.”

The IT department needed to obtain energy consumption and temperature control data much more frequently. “We realized that we had to be more involved in monitoring services load for the infrastructure,” says Vanin. “This would allow us to be proactive in resolving routine issues.”

Sicredi needed to find a solution to manage its environment more effectively.

It was critical to obtain better real-time information, which would in turn enable more effective capacity planning, resource allocation and disaster recovery.

“We needed to find a solution that would provide more effective processes and give us access to this important data, as we didn't have any visibility of it,” says Vanin.

Solution

Visions in line with the business

“We can now calculate our energy efficiency level.”

Fausto Vanin

IT Services Analyst, Sicredi

After an evaluation process, Sicredi decided that CA Data Center Infrastructure Management (DCIM) met key criteria for energy, asset and process management.

“These three areas, which are the foundation of the tool, are all linked to our operational methodologies for managing our IT infrastructure,” comments Vanin. “The solution effectively meets the department’s needs and CA Ecometer has become one of the most frequently used tools for maintaining environmental control in our data center.”

“Thanks to the tool we are able to collect environmental performance data, while we populate consumption dashboards for internal areas and the infrastructure,” says Vanin.

This information is used to monitor performance in real time.

In order to carry out effective monitoring, the IT department has an area dedicated to presenting data from the dashboards, which includes energy consumption, cold storage/cooling and energy efficiency calculations. This information is also being used for more detailed analysis – with historical data and analysis – to provide support for:

- Evaluating new investments in facilities, based on measures such as capacity planning
- Developing processes to reduce consumption during peak times.

“Today the IT department collects important information such as energy consumption and cooling requirements,” comments Vanin. “We can now calculate our energy efficiency level, and have indicators that enable us to optimize the way we deliver the infrastructure, so that consumption is more efficient. This means our operation is far more sustainable and obviously also reduces costs.”

Benefit

Detailed monitoring of a complex environment

Following the implementation of CA DCIM, Sicredi’s IT department can now evaluate how equipment is performing. “We experienced major change within our operations. We are now able to assess how the environment really performs and we can make any investments we need in order to optimize our operation”, says Vanin.

This was a big paradigm shift for the department: IT is no longer responsible ‘just’ for services operation, but is also able to adopt a model of services optimization. Now, CA DCIM supports decision-making by presenting detailed environmental performance data, “This kind of information will enable us to make more strategic investments, which will help the business to be more profitable,” comments Vanin.

The results have been so impressive that the IT department is already planning to integrate the solution with its asset management processes, also using CA DCIM. The goal is to link CA CMDB with CA’s Vision Infrastructure module.

“This kind of information will enable us to make more strategic investments.”

Fausto Vanin

IT Services Analyst, Sicredi

Vanin comments, “This will enable us to deliver a solution to connect all of our service models, covering assets such as storage, networks, layers of application and data bases – with energy consumption data collected via the tool,” he adds.

All of this will also allow the IT department to calculate total energy consumption for each business service, for example, for cash dispensers.

For Vanin, the CA DCIM solution will allow Sicredi’s IT department to provide the business units with far more detailed and structured information. “All of this is possible thanks to our relationship with CA Technologies, which has proven to be a highly strategic partnership for our operations,” concludes Vanin.



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