



ABOUT THE COMPANY

Clariden Bank's entire computer centre is managed by Avocent® KVM over IP.

Clariden Bank chooses innovative data centre management

Whether it's called continuity planning or risk management, the protection of electronic data from all kinds of threats is a concern for everyone in the banking sector. Since mid-2003, Clariden Bank, a wholly owned subsidiary of the Credit Suisse Group, has operated two data centres at different locations in Zürich. The data runs over IP connections and server management is done from one of the two locations, all thanks to the most up-to-date server management technology from Avocent.

In planning the backup data centres, fixed costs determined the specification: "Our goal was to manage the new branch operation with the existing operating personnel," said Adrian Bärlocher, the IT project leader responsible for the architecture of the decentralised systems at Clariden Bank. Clariden chose the DSR™2010 KVM over IP switch from Avocent because the solution enables servers to be controlled and managed from any administrator workplace via standard IP connections within a shielded network, regardless of distance. Both locations would have sufficient resources to monitor business critical data and applications. Using the Avocent DSView® software interface, the system administrator can monitor the status of all computers. In case of malfunction, access down to BIOS level on all 80 Windows® and Novell servers makes a reboot easy.

"I can control the second computer centre on the edge of the city from my workplace in Zürich city centre."

- ADRIAN BÄRLOCHER, TECHNICAL INFORMATION TECHNOLOGY PROJECT LEADER, AT CLARIDEN BANK GROUP

For this reason, the administrators seldom see the inside of the server room anymore. "That saves us a lot of running around, and a lot of time," said Bärlocher. Administrative work has also decreased, "When I saw the self-explanatory tree structure of the DSView server management software, I knew I would no longer need my Excel overview of all encapsulated systems."

Meeting the highest security demands

The digital server management solution developed by Avocent meets the highest demands in the sensitive area of data protection at this bank. All systems protected by a firewall are managed using the Avocent DSR switching solution. *“In this way we ensure that no feedback from the internal network is possible, unlike alternative software solutions,”* said Bärlocher.

Improved reaction times

Complete control over both data centres is important to the system administrators, and not just during working hours. Access during standby service periods is also possible on the basis of a variety of encryption mechanisms and access controls. *“If my mobile phone receives a malfunction text message from the system, I can restart any server from my computer at home,”* said Bärlocher. *“This reduces the number of journeys I have to make and also reduces reaction times.”* There is also a psychological component, according to Bärlocher. The increase in checks gives those responsible for the system the assurance that they have everything under control. In the first six months in which the second data centre on the edge of the city was managed from the control centre in Zürich city centre, expectations were met completely.

“For normal operation of the less critical servers, we still use software-based server management. But for all the rest, or when the software just doesn’t answer any more, we use Avocent server management,” said Bärlocher.

Further expansion is planned

The IT architects at Clariden Bank are currently thinking about expanding the digital control to all components in both data centres. A test with the CPS serial over IP network appliance from Avocent is planned for the management of serial devices like hubs and routers.

Further expansion with remote control for the total power supply is also in the planning stages. The data centre team at Clariden Bank have increased the efficiency of their own work with the decision to use a digital server management solution from Avocent.

The Clariden Bank Group has a standard: *“We use the most up-to-date information technologies.”* By choosing a server management solution from Avocent, they have met this standard.

Clariden Bank Group

The internationally-active Clariden Bank Group is among the most well-known retail banks in Switzerland. The wholly-owned subsidiary of the Credit Suisse Group specialises in asset management and investment counselling as well as all associated services. In 2002, gross profit was 157 million Swiss francs. The group employs around 600 people worldwide. In addition to the headquarters in Zürich, the Clariden Bank Group has four branches in Switzerland (Geneva, Basel, Olten, Lugano) and has banks on Guernsey and the Cayman Islands. There are representations in London, Lisbon, Oslo, Singapore and Hong Kong. Buenos Aires and São Paulo are additional locations. On the Internet: **www.clariden.com**