

Peruvian Bank Capitalizes on Vertiv Services to Earn Sustainability Certification



A Vertiv Case Study



Background

This company offering financial services began its operations in Lima approximately 70 years ago and is currently the second most important financial entity in Peru. It has more than 300 offices throughout the country and close to 6,000 employees. The international history of this entity began in Peru and is now located in 35 countries with more than 137,000 employees worldwide.

This financial services provider became a benchmark company in the country, not only due to its economic results but also due to its high reputation. It is a known and trusted entity for nearly all Peruvians. Additionally, the company is undergoing an intense process of digitization of services and products, which contributes to providing opportunities of this new era to the country's citizens.

Challenge

In addition to requiring continuous power that guarantees around-the-clock server uptime 365 days a year, this financial services provider also sought to verify the capacity of the data center infrastructure through an evaluation carried out by the Uptime Institute — Tier Certification of Operation Sustainability (TCOS).

Importantly, the data center Operational Sustainability certification is an assessment of data usage, software infrastructure, operating systems, redundancy, and other components of the site to identify potential sources of unplanned downtime. As such, owners and operators who earn the Tier Certification of Operational Sustainability must demonstrate their ability to plan for nonstop production and continue under all normal operating conditions defined by their own Tier certification.

The facility management service offered by Vertiv has given this financial entity the opportunity to be the first company in Peru to obtain the Gold Tier Certification of Operation Sustainability granted by the Uptime Institute, the highest recognition for data centers worldwide.

Solution

The financial entity was not just looking for a critical infrastructure provider, but also a partner who had the necessary experience to fully manage its data center. This request came with a lot of technical description of the existing equipment but not with a defined structure of what was needed as a service. For this reason, from the beginning, the plan was to design a service model that would guarantee certification.

This was not an easy task, considering that in South America only 2% of companies had obtained this recognition due to the exhaustive requirements of both infrastructure and operations. Therefore, Vertiv began properly hiring and selecting personnel. The entire curriculum that needed to be completed by the specialists had to be structured so that the auditors could verify the personnel's technical capacity. Furthermore, procedures, information gathering, records, and the types of system monitoring to be implemented were aligned. The entire operations structure was completed from scratch for this model to be certified.

Throughout the certification process, Vertiv developed various reports for Uptime Institute that had not been seen before, such as reports on energy consumption in the rooms and rows, as well as downtime of different components.; This reporting was designed for the purpose of defining what processes should be followed to positively impact the operations and behavior of the data center.

With this project, the Vertiv team went beyond certification. The facility management service offering gave this financial institution access to a team of trained technicians capable of responding to unexpected events and able to provide proactive and preventive maintenance services. The company could also call upon qualified specialists for help making relevant business decisions. By establishing adequate procedures and processes, the financial institution now has clear and documented contingency plans, which help maximize the useful life of the data center infrastructure, and consequently, shows return on investment.

Results

By relying on Vertiv's expertise, it was possible to structure a detailed curriculum to be completed by the technicians, enabling an auditor to verify personnel's technical capacity. Similarly, the procedures were aligned according to what this certification demanded. Therefore, in Peru, this financial entity was the first company to obtain the Gold TCOS granted by Uptime Institute in 2016, which was in force until 2019. By receiving the highest tier certification with this project, the data center operator will not have to recertify for three years compared to the annual certification required at the Bronze or Silver levels.

In this sense, Vertiv has not only developed a data center service model that earned this financial services provider certification, but the team has also established various procedures that make the ongoing operation more efficient and optimized.



Given the growth of its operations and the current digitization process, this financial services provider needed help determining if its data centers could effectively support the business. It sought a partnership with experts in technology that have extensive experience with data center operations and ensuring business continuity.

Go online to learn more about Vertiv solutions to help your financial services company scale with confidence.

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