



CLSA

EMC solutions and consulting improve productivity, business continuity, and help expand services

CLSA is an award-winning brokerage, investment banking, and private equity group which has been doing business in the Asia-Pacific region since 1986. Headquartered in Hong Kong, CLSA is a unit of France's Credit Agricole, which is ranked as the fourth largest bank in the world by assets, and the second largest bank in the world by Tier One Capital.

To facilitate the growth of its electronic transactions business, CLSA needed to centralize IT operations from 15 branches worldwide into Hong Kong. In 2002, after a 12-month vendor selection process, the firm chose a state-of-the-art EMC® SAN solution.

A powerful, continuously available storage environment

CLSA's EMC SAN environment consists of two EMC Symmetrix® storage systems, four EMC Connectrix® directors, and EMC software that includes: EMC ControlCenter® storage management with StorageScope™ and SAN Manager™; EMC TimeFinder®; EMC SRDF®; EMC PowerPath®; Replication Manager. Automated Availability Manager, and EMC NetWorker® software, including the NetWorker Module for Oracle, are also part of the solution.

The EMC SAN infrastructure consolidates 18 terabytes from distributed systems across the globe that previously supported backup, accounting, and human resources, as well as a risk management and research database. It also delivers 99.999 percent availability to CLSA's 15 critical applications, enabling the organization to quickly execute large-volume trades of top-tier institutional customers. The SAN's unsurpassed performance ensures trading volumes are easily accommodated even during peak periods when 2,000 out of the 5,000 institutional customers are active simultaneously. Today, 75 percent of the company's transactions are conducted electronically, compared to five percent before the infrastructure was deployed.

With its data center at Hong Kong Island, CLSA keeps productivity high by running testing and development at its secondary site in Kowloon. EMC TimeFinder and EMC SRDF software create instant production copies and allow for the remote mirroring of critical data. In addition, EMC Replication Manager manages the entire information replication process—from discovery and configuration to operation of multiple disk replicas. Auto-fix and capacity planning functionality, supported by EMC StorageScope, enable CLSA to customize storage asset utilization tracking.

EMC Consulting Services augment storage support capabilities

Though enterprises in Asia have long embraced advanced storage technologies, the shortage of storage administration professionals is a critical challenge. In 2005, CLSA engaged EMC Consulting Services to facilitate improved support for its storage infrastructure. The contracted services included an onsite EMC storage management professional during the project period.

In that time, the brokerage house experienced the unparalleled benefits of this support and decided to sign on for 12 months of EMC Residency Services in early 2006. The Residency Services include Solaris and storage administration and are staffed by a maximum of two EMC employees within CLSA's Hong Kong office. The EMC SAN infrastructure and EMC Residency Services support CLSA's 1,000 employees.



“EMC’s overall solution empowers us to build a continuous, highly available information network and maintain our leadership status in the institutional electronic transaction businesses.”

T. Rajah, Chief Information Officer

Under the EMC Residency Services program, CLSA enjoys a high level of professional support from local EMC experts in storage administration and documentation. The well-trained and experienced EMC professionals also offer valuable assistance in the development, customization, and maintenance of operational documentation, storage environment layout, and key data elements. In addition, using EMC best practices, along with the full spectrum of features and functionality provided by EMC solutions, they can make recommendations and assist with the implementation of specific operational improvements.

The EMC Residency Services program has enabled CLSA's IT team to focus on development work while learning new skills from EMC experts. The program also provides CLSA with a cost-effective solution to eliminate the high cost involved in hiring in-house storage expertise.

“Now 60 to 70 percent of the work that my team does is creative and innovative in nature,” says T. Rajah, Chief Information Officer.

A justified return on investment and an expanding relationship

Since its deployment, the centralized EMC storage infrastructure has enabled CLSA to keep its IT budget constant and save on maintenance cost over multiple decentralized systems.

It also provides a strong foundation for the organization to realize its business development plans and launch new services effectively. In the past, it took the company's IT team 15 to 16 hours to create a testing environment. Now it can be done in less than half an hour.

“The enhanced process allowed us to introduce our electronic services in Japan within three months,” says Rajah. “Now we are the number-one institutional brokerage house in the country.”

With data requirements expected to double in the coming years, and plans to introduce a third disaster recovery site in Asia, CLSA will look again to EMC to provide storage solutions that will support productivity, business continuity, and the expansion of services.

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Customer Profile

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