

Time and money savings

at West Coast Bank



West Coast Bank spends less time managing servers and checking backup jobs in a centralized IT environment running on Dell servers, desktops, and storage



A strong focus on customer service has helped West Coast Bank become a leading community bank in the Pacific Northwest. Headquartered in Lake Oswego, Oregon, the US\$1.6 billion organization has 48 branches in Oregon and Washington. At each location, seasoned employees use their expertise to fulfill each individual customer's unique banking requirements.

West Coast Bank's regional, decentralized approach to banking has proven to be a highly effective method for supporting customer needs. However, a similar lack of centralization in the bank's IT infrastructure was creating, rather than solving, problems. In particular, the bank's decentralized storage environment was inefficient because most storage resided internally on individual servers, necessitating more than 50 daily backup jobs.

"Our network administrator was spending at least half of every day ensuring the

validity of backups," says Jim Bygland, CIO of West Coast Bank. "Branch personnel had to remember to put a tape in the tape drive each night, and IT had to check each day to make sure that these backups were successful."

Bank chooses Dell hardware for efficient centralized infrastructure

In the first half of 2003, West Coast Bank was in the midst of a major IT shift toward centralization. This process ultimately would lead to improved storage management but initially focused on a migration to a Citrix environment. A Citrix server farm can consolidate and centralize servers, giving administrators a single point of access to enterprise applications. West Coast Bank expected the new environment to streamline IT management and enable the bank to more easily meet the many regulations that govern how financial services organizations manage customer data.

In conjunction with the Citrix installation, West Coast Bank also planned to implement an expanded sales system at the branches. The new sales application called for more powerful desktop computers than the bank currently owned.

“We prefer to do business with top-tier vendors,” Bygland says, “and over the last couple of years, Dell had been getting more and more press regarding the reliability and price competitiveness of their desktop and server components. Dell offered an excellent value proposition.”

In April 2003, West Coast Bank purchased approximately 60 Dell OptiPlex GX260 and GX270 desktop computers to provide the additional horsepower and larger monitors that the new sales system required. Impressed with Dell pricing and service, the bank also procured Dell PowerEdge 1750, 2650, and 6650 servers—approximately 20 in all—for use in the new Citrix server farm.

Dell Professional Services implements storage quickly and smoothly

After installing the Citrix server farm and consolidating data in one location, Dwayne Bates, vice president of network services at West Coast Bank, presented Dell with a business case for centralized storage. Dell helped the West Coast Bank IT team develop a storage design plan. By October 2003, Dell Professional Services began installing two storage area networks (SANs)—one at each of the bank’s two network operation centers. Each SAN uses a Dell/EMC CX400 storage array. A PowerVault 136T tape backup library provides backup and restore functionality for one SAN, while the other SAN uses a PowerVault 132T tape backup library.

“We chose Dell/EMC storage based primarily on Dell’s reputation—and we are very glad we did,” Bates says. “The installation went smoothly and quickly, and the sales and support teams were

fantastic. Anytime we had an issue, they jumped right on it. We have experienced no problems whatsoever since we got up and running.”

Dell/EMC SANs mirror data for fast disaster recovery

Centralized Dell/EMC SAN storage has decreased the amount of time required for storage management tasks by reducing the number of daily backup jobs from 50 or more to only 2. Consolidated storage management means fewer storage systems to maintain and protect, thus helping to improve the bank’s capability to safeguard customer information and meet all government regulations.

The dual SANs also afford an additional level of data protection that is vital in an industry where regulators mandate disaster recovery plans. West Coast Bank plans to mirror data between the two SANs. Mirroring will allow the organization to maintain redundant copies of corporate data at two geographically dispersed locations to enable fast data recovery if a failure occurs at one site.

“The philosophies that we have adopted in our technology roadmap are standardization, centralization, and redundancy,” Bygland says. “We purchased Dell servers that have dual processors, dual fans, and redundant power supplies. Mirroring the Dell/EMC SANs advances us further in this direction by providing redundant storage systems.”

Dell products and services support future growth

Currently, West Coast Bank is using its Dell/EMC SANs to store several large SQL databases, a data warehouse, images of checks, and daily reports. With more than 2 TB of storage on the two SANs, the Dell/EMC storage provides ample room for future growth—a future that Bygland believes will include Dell.

“West Coast Bank is driven by a

commitment to service, so we are very pleased to recognize that same commitment in Dell. Previous vendors did not always provide us with quality service, but with Dell, we have worked with excellent teams of people who really supported us on design and implementation. We have every reason to anticipate that same high level of service from Dell as we move forward with future server and storage needs.” **D**

WEST COAST BANK

» **CHALLENGE** Centralize and consolidate data and storage to improve IT management efficiency and enable compliance with regulations that govern how nonpublic customer data is handled and protected

» **SOLUTION** Install a Citrix® server farm comprising 20 Dell™ PowerEdge™ 1750, 2650, and 6650 servers and implement a new sales system; install 60 Dell OptiPlex™ GX260 and GX270 desktop computers to support the sales system at branches; centralize storage on two storage area networks (SANs) using two Dell/EMC CX400 storage arrays; enable backup and restore operations using PowerVault™ 132T and 136T tape backup libraries

» **BENEFIT** Streamlined IT management tasks and a more secure environment for customer data by having fewer servers to maintain and protect; efficient storage management by reducing daily backup jobs from 50 to 2; fast disaster recovery by mirroring data between SANs

Customer Spotlight