



## CASE STUDY

# African Bank Migrates All Key Business Systems of their London Office to Frontier Cloud Platform

### Organisation Profile:

Zenith Bank (UK) Ltd is a subsidiary of Zenith Bank PLC, Nigeria's largest bank in Tier-1 Capital terms which has presence in over 500 locations throughout Africa, plus subsidiaries in the UK, Middle East and China.

### Business Situation:

Zenith Bank UK's management wanted to migrate their applications and data to a UK-based secure private cloud infrastructure.

### The Solution:

- Frontier Hosting Service
- Frontier Vault Service
- Frontier Continuity Service
- Frontier Monitoring Service

### Key Benefits:

- Enabled IT team to focus on providing value to business
- Cost effective high availability platform
- Replaced considerable capital costs with manageable operational expense
- Eased auditable business continuity rehearsals
- Access to a broad range of Frontier Technology's support services incurred
  - No second site is required
  - No up-front costs




This African commercial bank has presence in over 500 locations throughout Africa, with subsidiaries in the UK, Middle East and China. They offer a variety of financial products and services to African firms and to overseas organisations that are trading with African nations.

### Background

Zenith Bank (UK) Ltd was operating a VMware based server infrastructure plus a core banking platform on IBM AIX. Systems hardware had reached "end of life" and AIX was costly to support so options such as secure private cloud hosting and migration of AIX applications to Linux were explored.

After evaluating a number of UK-based hosting providers, Zenith Bank (UK) Ltd chose Frontier Technology's Frontier Cloud for its secure, scalable infrastructure, experience in working with the financial services sector and their professional yet accommodating approach to service.

Frontier Technology conducted an initial planning and design workshop to understand the bank's current IT challenges, their way of working, and their business and IT objectives. All findings were fully scoped and documented to facilitate service provisioning and ensure a seamless transition process.



"I've been really pleased with the personal, but professional service provided by the Frontier team. I liked the fact that they weren't a faceless entity like some cloud providers and we've got to know both the account management and technical teams well, engaging on several other IT projects with them since the migration."

**Paul Greensted, Head of IT, Zenith Bank (UK) Ltd**

### Project Deployment

The migration started with just two systems, a Domain Controller and Exchange email, quickly followed by SQL Servers and a document management system. Over the following year the core business systems were migrated, including Temenos T24, their core banking system following its migration from AIX to a Linux platform. Today Zenith UK entrusts over thirty servers to the Frontier Cloud Platform.

Throughout the engagement, all services rendered are overseen by a Service Delivery Manager to ensure successful delivery against agreed objectives and to ensure single point of escalation and accountability. Frontier Technology conducts quarterly service reviews with the bank's Head of IT to regularly assess the solutions' effectiveness and to make sure proactivity is maintained.

### Solution

#### Frontier Hosting Service

The Frontier Hosting Service is our enterprise-class, private cloud, Infrastructure as a Service solution. It is for organisations, like Zenith Bank (UK) Ltd, who need to reduce costs and risk whilst increasing business agility.

FHS offers a high availability, enterprise class computing environment without the expense of having to purchase, operate and support their own servers, operating systems, data centre space or network equipment. Zenith Bank (UK) Ltd only pays an agreed monthly fee for the services that they use and there are no upfront costs.

#### Frontier Vault Service

The Frontier Vault Service is a suite of data management as a service solutions that lets Zenith Bank (UK) Ltd maximise active storage space and dramatically reduce their storage costs. It is the complete answer to two of the most burdensome aspects of data management – archiving and backup. We deployed a customised solution that has improved Zenith Bank's previous set-up, outsourcing management and providing scalable and flexible scope for growth.

#### Frontier Continuity Service

The Frontier Continuity Service is a cloud-based, fully-managed, disaster recovery as a service solution. It gives Zenith Bank (UK) Ltd near-instant access to their data and applications in the event of a natural or man-made disaster. It is designed to protect firms like Zenith Bank (UK) Ltd from any form of disruption and enable them to get their technology, people, network and clients back in business quickly. Zenith Bank (UK) Ltd is guaranteed an RPO of less than 3 minutes & an RTO of less than 30 minutes.

#### Frontier Monitoring Service

The Frontier Monitoring Service is a proactive infrastructure monitoring as a service solution that lets Zenith Bank (UK) Ltd improve the health of their infrastructure. The proactive nature of the service helps prevent unplanned systems downtime thus increasing IT service availability. It shows the current condition and utilisation of Zenith Bank (UK) Ltd's servers, their applications and network. More importantly, it performs health checks by troubleshooting poor performance and fixing issues before they can impact users and business operations.

### About Frontier Technology

Frontier Technology is a premier systems integrator and cloud computing provider, delivering business continuity, data management and compliance, application delivery and infrastructure solutions.

We focus on solutions that deliver true competitive advantage and allow your business to work smarter. Our success is fuelled by a commitment to deliver on time, to specification and to budget in order to meet our customers' requirements.



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