



SWIFT

Securing mission-critical financial messaging with EMC Ionix

Challenge

More than 9,000 banking organizations, securities institutions, and corporate customers in 209 countries trust SWIFT every day to exchange millions of standardized financial messages. The company's business success depends on the availability and performance of its global network.

Solution

- EMC Ionix IP Availability Manager
- EMC Ionix Service Assurance Manager
- EMC Ionix MPLS Manager
- EMC Ionix Business Impact Manager

Key benefits

- Discovers all unique IT infrastructure components and their relationships
- Increases IT performance and availability
- Manages IT end-to-end and IT alignment
- Instantly knows what to fix
- Adaptable and future-proof
- Dramatically reduces management costs

In the global e-finance community, fast and secure transfer of data and funds is the foundation of business. The networks that connect financial institutions are absolutely mission critical. When delays can cost millions, there's zero tolerance for downtime.

SWIFT is an industry-owned cooperative headquartered in Belgium that supplies secure messaging services and interface software to financial institutions worldwide. More than 9,000 banking organizations, securities institutions, and corporate customers in 209 countries connect to one another through SWIFT. Collectively, these institutions—including banks, brokers, investment managers, and market infrastructures in payments, treasury, securities, and trade—exchange millions of messages every business day.

SWIFT's business success depends on the availability and performance of its global network. In 2003, SWIFT upgraded its original X.25 network to a new IP backbone offering state-of-the-art IPSec-based security, improved resiliency options, high reliability, and smooth integration of new and existing customers. The new secure IP network (SIPN) was a global, multi-vendor infrastructure with approximately 20,000 devices designed to meet the connectivity needs of SWIFT and its worldwide customer base.

When migrating to the new IP-based messaging platform, SWIFT had to examine its options for network management: what combination of management tools would best meet its needs? Following a thorough fact-finding investigation, the internal evaluation team presented a list of industry options. Although RFIs were sent to a number of management vendors, the field ultimately narrowed the choice to EMC® Ionix™ and two competitors.

A fast and focused selection process

EMC met with SWIFT decision makers, demonstrated EMC Ionix, and provided convincing references from other EMC Ionix customers, such as EuroControl and COLT. The selection process was completed very quickly and was decided based, in large part, on EMC Ionix auto-discovery and business impact presentation capabilities.

It became clear that EMC Ionix could manage a huge network supporting many customers with dynamically changing topology. EMC Ionix highly automated root-cause analysis, event correlation, and low maintenance all were contributing factors. The solution went live at SWIFT and now allows the company's customers to migrate over to the new network and benefit from MPLS technology through much lower cost messaging services.

High availability and performance

SWIFT believes that EMC Ionix root-cause analysis enables NOC staff to quickly pinpoint and address the serious infrastructure problems that can affect service to customers. Faster mean-time-to-repair means networks are always available and operating at peak performance.

Additionally, with thousands of customers to support across the globe, SWIFT now benefits from a comprehensive solution that enables end-to-end management and control across technology domains and from every customer connection point to the most basic network gear. With EMC Ionix Service Assurance Manager, NOC staff can view and manage the entire infrastructure from a single console.

Solving complex IT management problems effectively and cost-efficiently

EMC Ionix ease of implementation, out-of-the-box value, and ability to adapt automatically to a dynamically changing infrastructure eliminates the high configuration and maintenance costs required by other solutions. In addition, EMC Ionix helps reduce reliance on skilled resources by automating the most difficult management tasks, enabling SWIFT to do more with less for additional cost savings.

EMC Ionix enables SWIFT to deliver better, more reliable services to its customers by turning thousands of confusing events into a handful of specific problems and resulting impacts.

As a result of this successful engagement, SWIFT and EMC both expect a long and growing relationship.



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