

# ING Case Study



## CASE STUDY



### About ING

The ING Group is a Dutch multinational banking and financial services corporation headquartered in Amsterdam, with over 54,000 employees worldwide. Its primary businesses are retail banking, direct banking, commercial banking, investment banking, wholesale banking, private banking, asset management, and insurance services.

### ING's Search for a DCIM Solution

The search for a DCIM software solution began when ING was notified that the Aperture DCIM software from Vertiv was going end of life. The data center team assessed the organization's needs and started looking for a replacement that exceeded the current functionality and replaced many manual processes. The team were looking for a solution that could replace spreadsheets and multiple tools and provide the most significant improvement on their ITIL processes: Configuration Management, Service Delivery, Capacity Management, Incident Management, and Availability Management.

ING's team started with a long list of vendors to evaluate but quickly reduced the final process to two vendors.

The list of primary requirements for evaluation included:

1. Managing assets 'above the raised floor' i.e., IT hardware in the racks and all power and network connections.
2. Managing 'below the raised floor' i.e., facilities power and cooling systems.
3. Meeting requirements imposed by ING's IT risk policies such as application authorization management.
4. Having reasonable ease-of-use functionality.
5. Connection to other IT and business systems.
6. Reducing and consolidating other tools to manage the environment.
7. Adapting to future requirements with a proven roadmap track record.
8. The ability to easily scale up to more data centers, racks and other equipment.
9. The Development and Support teams behind the tools need to be organized, professional and reliable.
10. Current data and floor plans must be easy to migrate/ upload.
11. Having a compelling Total Cost of Ownership.

## Nlyte Software Platinum DCIM Solution is Chosen

Nlyte Software was chosen and an implementation plan was put into place. Nlyte helped us with the Aperture migration and removed all “data collisions” into Nlyte Asset Optimizer and implemented Nlyte Energy Optimizer a new reporting functionality. Onboarding went smoothly, we had weekly calls between Nlyte and ING teams, classroom training to highlight critical features, and following the planning, the script kept the migration on time.

“Very professional, cooperative, constructive, and a friendly team consisting of the right people, e.g., Project Manager, Engineer, Data Migration Specialist, Sales Manager, and Trainer. Of all the great people we worked with at Nlyte, their Deployment and Data Migration Team stood out the most. We all value their knowledge, skills, efficiency, professionalism, patience, and friendliness.”

ING Data Center team

The deployment of Nlyte exceeded expectations and is currently running in eight countries with an ongoing roll-out to the rest of the world. Management of the Nlyte software is minimal; most of the work is based on ING’s risk controls. The UI and Bulk Data Manager make it easy to use, and the web-based implementation enables our rapid global roll-out.

## ING Benefits from the Nlyte DCIM Implementation

ING has been able to do a global roll-out based on one centralized application instance. This single instance provides risk management controls and economies of scale to other countries by reducing application implementation and management overhead. Nlyte has become the primary data source providing an overall data center dashboard in PowerBI. The team is experiencing fewer floor movements, and because Nlyte is updated directly during floor walks, we have a near 100% accurate and complete inventory of our assets. The ING team is also anticipating reduced workload with automated synchronization between Nlyte and their CMDB.

### Lessons Learned from the ING Data Center Team

- *“Spend time on gathering requirements”*
- *“Have vendors provide a roadmap for requirements not supported”*
- *“Perform a POC on your target infrastructure”*
- *“Keep track of Professional Services hours”*
- *“Failing to plan is planning to fail”*

## The Nlyte Platinum DCIM Solution

ING implemented Nlyte Platinum DCIM Solution to help automate the management of all assets, resources, processes, and people throughout their global data centers' lifecycle. The Nlyte solution includes the

robust asset and process management capabilities of Nlyte Asset Optimizer combined with the rich power and environmental monitoring functionality provided by Nlyte Energy Optimizer.



### FOR MORE INFORMATION

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- Visit Us: [www.nlyte.com](http://www.nlyte.com)

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### About Nlyte

Since 2004 Nlyte has been committed to helping organizations optimize the management of their IT assets. Nlyte automates the discovery, workflow management, and reporting across the entire technology stack, physical, virtual, and edge, including software and IoT devices. Nlyte reduces costs and risk while improving efficiency and transparency for the entire organization.

The world's most sophisticated IT organizations use Nlyte's comprehensive out-of-the-box ready software solutions. Nlyte's commitment to optimize asset management, making it easier for people to do their job more efficiently and improve agility across the global organization, continues to develop a loyal following of customers.