

Zero Touch project puts ING DIRECT in a private cloud

Tuesday, 6 May 2014: ING DIRECT has overhauled its entire infrastructure, transferring its systems into a private cloud - a first for any bank in Australia.

The 12 month project, called Zero Touch, was a simplification of ING DIRECT's Production environment, providing new computing, network and storage infrastructure.

ING DIRECT COO, Simon Andrews, said, "We have completely re-platformed the bank applying our "Bank in a Box" innovation, which virtualised our Development and Test environments to Production."

"We believe this project is unique, making us the only bank to have moved its entire systems to a cloud environment," said Andrews.

In the short term it will impact the bank's operational capability and in the medium to long term customers will see better services.

"For customers, this translates into improved service standards and an increased capacity for the bank to deliver product and service enhancements."

ING DIRECT provides retail banking services to 1.5 million Australians covering payment account, superannuation, home loans and savings products.

"Our strategy is to be the primary bank for our customers offering a broad range of products and services 24/7."

"We see cloud technology as a real enabler. Completing the project has opened up space for us to innovate and create rather than simply operate and maintain the supporting infrastructure."

"The significance of this project can be shown by the acceptance within the ING community as best practice and will likely be implemented in other ING businesses around the world," said Andrews.

The last major IT project by ING DIRECT was BIAB, (Bank in a Box), which played a vital role in delivering Zero Touch at a significantly faster rate and lower cost.

For an interview with Simon Andrews, contact:

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About ING DIRECT

ING DIRECT changed the way Australians bank 15 years ago by launching the country's first high interest, fee free online savings account. Since then, we've brought this low fee value to home loans, transactional banking and superannuation. With over 1.5 million customers – and \$30 billion in savings and \$38 billion in mortgages – ING DIRECT has the highest reputation of any other bank in Australia (RepTrak, Oct 2013), as well as the highest Net Promoter Score (NFSM, December 2013).

Zero Touch Numbers

- The ZT platform has been designed and built with extensive collaboration between ING DIRECT and key vendors - Dimension Data, Cisco, NetApp, F5, Microsoft, WardyIT, Readify and TCS.
- Re-platform to private cloud infrastructure followed principles of a converged infrastructure and extreme standardization.
- ZT Platform designed and architected using FlexPod and Microsoft FastTrack reference architectures

Application Server	3:2
Database	3:1
Operating System	2:1
Hypervisor	3:1
Compute	5:1
Storage	6:1
Network	3:1

Key Vendors/Roles:

Dimension Data (Primary Integrator):

Zero Touch Technical Blueprints, Design and Main Integrator for the E-2-E ZT infrastructure build.

CISCO: Hardware supplier, implementation support.

Netapp: Hardware supplier, implementation and migration support.

Microsoft: Main software platform supplier Microsoft Fastrack Private Cloud, Overall solution design.

F5 Networks: Hardware supplier, implementation support.

WardyIT: Oracle to SQL Server conversion and migration.

Readify: Microsoft technology solutions provider.

TCS: Bancs Core Banking re-platform.

TARGET KPI's	MEASURE
Power Consumption - Sussex	< 42,000 kWh /yr
Power Consumption – North Ryde DC	< 91,000 kWh /yr
Release and Deployment	
Bancs Replatforming (virtualised core banking)	80% automated
Day End Batch	June 2013
	< 1 hour

About Dimension Data

Founded in 1983, Dimension Data plc is an ICT services and solutions provider that uses its technology expertise, global service delivery capability, and entrepreneurial spirit to accelerate the business ambitions of its clients. Dimension Data is a member of the NTT Group.

www.dimensiondata.com.

About Microsoft. Founded in 1975, Microsoft (Nasdaq “MSFT”) is the worldwide leader in software, services and solutions that help people and businesses realise their full potential.

www.microsoft.com.au

About Cisco (NASDAQ: CSCO) is the worldwide leader in networking that transforms how people connect, communicate and collaborate. Information about Cisco can be found at <http://www.cisco.com.au>. For ongoing news, please go to News@Cisco in Australia and New Zealand at <http://newsroom.cisco.com/anz>.

About NetApp. NetApp creates innovative storage and data management solutions that accelerate business breakthroughs and deliver outstanding cost efficiency. Discover NetApp’s passion for helping companies around the world go further, faster at www.netapp.com.