

Huntington Bank Modernizes Monitoring for Better Performance and Lower Cost with Virtana



ABOUT

Industry
Banking & Finance

Location
Ohio, US



CHALLENGE

Huntington needed to consolidate their server, network, operating system (OS), application, database and security monitoring operations for a unified enterprise view



RESULTS

Reduced mean time to resolution (MTTR) by 85%. Funded 65% growth in head count with cost savings

ABOUT:

Founded in 1866, Huntington Bancshares Incorporated is a asset regional bank holding company headquartered in Columbus, Ohio., The Huntington National Bank and its affiliates provide consumers, small and middle-market businesses, corporations, municipalities, and other organizations with a comprehensive suite of banking, payments, wealth management, and risk management products and services. Huntington operates approximately 968 branches in 13 states, with certain businesses operating in extended geographies.

THE CHALLENGE:

Huntington Bank had 37 monitoring tools in their IT environment, including many with multiple subcomponents, which resulted in siloed event visibility and excessive response/resolution times for administrators. Huntington needed to consolidate their server, network, operating system (OS), application, database and security monitoring operations for a unified enterprise view.

Huntington had distributed product groups with a central IT team that serviced all of them, a common scenario for large financial institutions. They had also experienced a rapid growth in the number of services they needed to deliver, accompanied by accelerated complexity of the infrastructure required

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Anyone struggling with legacy frameworks, either from a cost or functionality perspective, should look at Virtana.

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Kyle Kopp
Infrastructure Manager at Huntington Bank



Huntington



to support the new services. Huntington's IT Ops team was challenged to manage service offerings that spanned a diverse set of technologies, from legacy mainframe systems to dynamic virtual infrastructure.

The decentralization and specialization that occurred as Huntington's infrastructure expanded to address new service demands such as mobility, self-service, cloud capabilities and more had caused the number of tools monitoring these diverse technologies to increase dramatically. As part of this, Huntington was using all of the "Big 4" monitoring technologies: HP, IBM, CA and BMC. This was costly in terms of software licensing and maintenance as well as the extra person-hours required to monitor all of the systems and address corresponding service issues — not to mention the downtime that resulted from undetected problems and slow response times. Huntington's IT Ops team was also spending more time maintaining the multitude of monitoring tools than actually ensuring operational uptime.

THE RESULTS:

Virtana now serves as the central platform for Huntington's IT operations. Virtana consolidates performance and availability data from application performance monitoring, mainframe, database and information security tools while also directly monitoring health and performance for 15,000 infrastructure devices across two data centers. Virtana models these resources so administrators know what infrastructure is supporting given services, helping them focus on those incidents that put service assurance at risk. Virtana is also tightly integrated with Huntington's ServiceNow deployment, further streamlining incident-management processes and response times.

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With Virtana, we created a 'single source of truth' — giving us the transparency necessary to resolve issues quickly.

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Kyle Kopp, Infrastructure Manager
Huntington Bank

