



"Without MIMX, it [a hardware failure] would have had a major impact on the bank. We wouldn't have been able to process transactions and serve customers for a long period of time."

— Christopher Hail, Assistant Information Technology Director

Business Profile

Company Name:
Shamrock Bank, N.A.

Headquarters:
Coalgate, Oklahoma, USA

Industry:
Banking

Business Environment:

- Employees: 85
- Branches: 7
- Full-service retail bank
- Branch, ATM, Web and mobile banking services

Implementation Team:
Jack Henry & Associates and
Shamrock Bank

Critical Issue

Expecting the unexpected is a prudent banking policy and, under today's stringent banking regulations, often a mandatory practice. By the very nature of things, unforeseen glitches occasionally arise. In light of this, banks need do whatever is necessary to be ready to overcome whatever problems may come their way in order to protect their clients' ready byaccess to the assets they've entrusted to the bank.

Results

- Kept bank running after a hardware failure
- Operations are protected from disasters
- Backup tapes are fully protected
- Easy to manage through Web portal

Technologies

Software:

- MIMIX Availability
- CIF 20/20 (Jack Henry Banking)
- IBM i

Hardware:

- IBM Power 720 (production)
- IBM Power 520 (backup)

Business Challenge

Shamrock Bank is dedicated to customer service and to building, as its website says, "strong relationships that become the very fabric of the communities we serve." Obviously, its seven branches, all based in Oklahoma, do not, based on size alone, place it among the behemoths of the banking industry, but its commitment to serving its customers well and protecting its customers' ongoing access to their assets through a variety of channels—including in-branch banking, ATMs, online banking and mobile banking—is no less strong.

Modern banks, large or small, depend on information technology. The bulk of the assets they manage are stored as zeroes and ones rather than banknotes and coins. All of that data is backed up using a variety of electronic and non-electronic means, but if the online data were ever irretrievably lost, recovering it would be a very lengthy and burdensome process. Likewise, if the systems that manage that data were to become unavailable, customers would lose access to their assets until the systems came back online.

Consequently, Shamrock Bank needs a reliable, cost-effective way to protect the availability of its data and applications. Judicious banking practices, not to mention banking regulations, demand it.



Solution

Shamrock Bank employs the CIF 20/20 banking platform, from Jack Henry & Associates (Jack Henry), for its core banking applications. More than five years ago, Jack Henry helped the bank to implement MIMIX Availability to meet the bank's high availability and disaster recovery challenges.

MIMIX Availability creates and maintains a real-time replica of an IBM i-based server and then makes it possible to quickly failover to this backup server whenever necessary. As a result, MIMIX Availability can minimize downtime from all causes.

Unplanned downtime events can occur at any company. IBM i-based Power Systems servers are among the most reliable systems on the market. Nonetheless, as Shamrock Bank can attest, that doesn't mean that things never go wrong.

Shortly after upgrading to a new POWER7 server, a backplane board failed, bringing the system down. As it happened, IBM didn't have a replacement board in the country. Eventually, IBM stripped a board out of a new system on the production line and sent it to Shamrock Bank, but if the bank hadn't had a ready-to-run backup server it would have been unable to serve its customers for at least a few days.

Fortunately, Shamrock was already using MIMIX Availability. Rather than inconveniencing its customers, the bank was able to failover to the backup system quickly and flawlessly, preventing any significant loss of service. It continued to run on the backup system for more than a week until the primary system was brought back online.

Shamrock Bank's primary data center is in Coalgate, Oklahoma and the backup server is 30 miles away in Caddo, Oklahoma. Thus, even if a disaster were to strike the primary data center, the backup would still be available to keep the bank running.

MIMIX Availability provides another advantage. Shamrock Bank prepares backup tapes as a last line of defense and to meet auditing requirements. With the help of MIMIX Availability, the bank now creates those tapes at the backup site. The benefit is that there is no need to ship the tapes offsite. More importantly, those tapes don't suffer from the vulnerabilities of traditional backup tapes that, from the time they are created until the time they are shipped offsite, are at risk of being destroyed by a disaster that hits the primary data center.

Christopher Hail, assistant information technology director at Shamrock Bank, also appreciates MIMIX Availability's Web-based portal. It provides him with a graphical dashboard that allows him to view the status of the bank's high availability environment at a glance.

The bottom line? MIMIX Availability delivers a benefit that we'd all enjoy: Peace of mind.



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