



# Hardware configuration boosts infrastructure resilience of global 10 financial institution

**92%**

quicker average time to verify

**96%**

quicker delivery to in use time

**77%**

less vendor locked infra

## Our Customer

A Global 10 financial institution with an infrastructure department working in a high-stakes environment.

## The Challenge

As a Director of Infrastructure for High Frequency Trading at a Global 10 financial institution, Nick was under constant pressure to improve the performance of the systems under his care. He knew that downtime was measured in lost dollars not minutes and putting the latest gear into production quickly created the type of measurable ROI that justified his budget. That's why he was both eager and anxious every time his hardware vendors introduced a new product generation.

He knew that accessing the performance improvements of the new generation hardware gave his team an advantage; however, the introduction of new servers, even from the same vendor, had always caused issues in the past. Even minor changes to a configuration setting could result in expensive downtime if new settings were applied to old equipment or vice versa. As a consequence, Nick had to allocate weeks of his top DevOps people to simply testing and validating each update plus extra babysitting for the environment following the rollout. Not only did they dislike the toil, it meant business critical projects were on hold.

## The Solution

The previous year, Nick had implemented RackN Digital Rebar to manage resets, patches and firmware updates to his infrastructure fleet. The effort had been a big success in reducing the time to value for adding servers and the system reliability had changed the way his team

## Challenges

- New hardware releases often disrupted automation due to minor configuration changes
- Testing and validating updates consumed valuable resources and caused downtime
- Critical business projects were put on hold due to the validation process

## Solution

- Offloading validation to vendors using the proven general-purpose configuration
- Shortening the delay between hardware availability and rollout
- Reducing operational toil and freeing his team from extensive testing

## Results

- Enhanced efficiency through automation and collaboration
- Accelerated response to hardware changes and market demands
- Strengthened infrastructure robustness and resilience

thought about doing resets instead of updates. He liked that as a self-managed service, his team was still in charge of the hardware, but it meant that they were also still responsible for proving the new hardware changes.

accelerating our ability to respond to change in a significant way.”

One of Nick’s favorite things about Digital Rebar was its out-of-the-box cross-vendor consistency and he wondered if he could use that to offload some validation back to the hardware vendor. He could count on the fact that if a general purpose configuration of the new generation was already working then his team could focus on the specific configuration instead of worrying about the management interface changes. That would not only free his team from testing toil, but shorten the delay between hardware availability and rollout.

## The Results

After an enthusiastic response from the RackN team, Nick proposed Digital Rebar pre-release testing to the hardware vendor. He convinced them to participate by assuring them that the advanced work would allow him to buy the new generation in larger quantities and faster than before. He was excited to see the collaboration work! RackN helped the vendor setup Digital Rebar in the vendor’s labs: together they were able to catch and address issues that would otherwise have slowed down Nick’s team.

Now Nick is excited about the potential for expanding this collaboration to more of his vendors. It helps him move faster and also ensures that the infrastructure he relies on is more robust and resilient. Reflecting on the collaboration he helped foster, he says that “this is not just about taking work off our plate, we’re



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