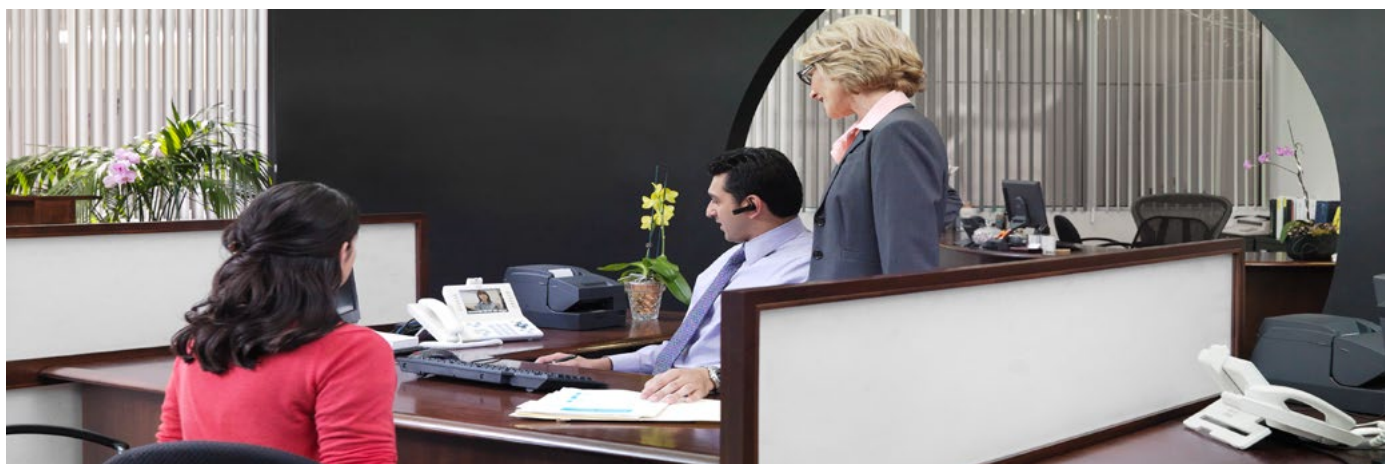


Global Bank Automates Compliance and Increases Efficiency

Case Study



Cisco® Compliance Management and Configuration Platform helps customers meet their growing needs to become and remain compliant.

EXECUTIVE SUMMARY

Financial Services Corporation

- Diversified financial services
- Worldwide
- One of the top three most profitable banks headquartered in the United States
- More than 265,000 employees

Challenge

- Conduct comprehensive audits and generate accurate, on-demand, custom compliance-status reports for installed base
- Measure the efficiency of the company's service desk

Solution

Cisco Compliance Management and Configuration Platform to automate compliance and manage network change

Results

- Redeployment of 30-person team doing configuration validation, resulting in an annual labor cost savings of \$3.1 million
- Cycle time on response to configuration changes reduced from months to days
- Retiring legacy software tool resulted in license cost avoidance in excess of \$100,000 annually

Challenge

The financial industry faces several specific challenges when it comes to compliance management. Network infrastructures must comply with complex and increasingly stringent privacy and data requirements that are often difficult to understand and monitor.

As one of the top banks, this global bank found itself struggling to conduct comprehensive audits and create accurate compliance reports for its more than 70,000 installed-base devices. The senior vice president of IT was looking for a solution that would enable her to confidently report to her management team that the company was compliant to its own best practices and operating standards, and that the organization was secure. She needed a way for her team to proactively manage regulatory, tactical, and operational compliance across the network as a means to measure the efficiency of the service desk to resolve cases in a timely manner.

The bank had approximately 30 people assigned to work solely on configuration validation at a labor cost of approximately \$4.35 million annually. With a network consisting of more than 70,000 elements, checking compliance with conventional toolsets exhausted the bank's people power and resulted in inaccuracies. The manual process opened the doors to potential vulnerabilities and inconsistencies that needed to be mitigated.

Solution

Cisco Compliance Management and Configuration Platform is used to automate compliance, while managing network change, to allow the bank to redeploy a significant amount of staff from tactical activities around compliance to strategic projects. Now the bank can generate accurate on-demand compliance status reports against internal standards and external regulatory obligations. More importantly, as the company grows and changes, the Compliance Management and



Configuration Platform policy engine is aligned with industry compliance standards to maintain continuous compliance.

Results

By comparing a customer's network configurations against a library containing Cisco and industry intellectual capital, Compliance Management and Configuration Platform updates devices to comply with current standards. With this updating process, customers can reduce risks, resolve issues faster, and gain visibility into their networks to achieve the highest levels of efficiency.

Today, implementing Compliance Management and Configuration Platform is enabling the company to automate a wide variety of processes, including:

- Compliance checks and remediation
- Compliance reporting
- Comprehensive audits
- Advanced change control workflows with approvals enforcement

Results from deploying Compliance Management and Configuration Platform to date include:

- Reduced overall labor costs: redeployment of 30-person team validating configurations resulted in an annual labor cost savings of \$3.1 million
- Greater flexibility and response times: cycle time on response to configuration changes went from months to days
- Retiring legacy software tool resulted in license cost avoidance in excess of \$100,000 annually

For More Information

To learn more about Cisco Compliance Management and Configuration Platform, visit www.cisco.com/go/CMCP.

Services List

Cisco Compliance Management and Configuration Platform



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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