



Toyota Financial Services

Customer profile

Toyota Financial Services is part of the world-wide Toyota group and a leader in Australia's vehicle finance industry. It has 450 staff across Australia.

Industry

Financial Services

Location

Sydney, Australia

Solution

Infrastructure upgrade
Storage management
Disaster recovery

EMC products

EMC CLARiiON CX3-20
EMC SnapView
EMC Replication Manager

Benefits

- Improved system performance
- Reduced management time and effort
- Increased storage capacity
- Faster backups with snapshot technology
- Enhanced disaster recovery capabilities

Toyota Financial Services Drives Improved Backups, Performance and Disaster Recovery with EMC

The Toyota Group is one of the world's largest car manufacturers. In 2005, Toyota was Australia's largest vehicle exporter, shipping 69,989 cars to 20 different markets. The company sold more than 210,000 vehicles in total that year. In 1982, Toyota Australia established Toyota Financial Services to help support and grow sales volumes.

Toyota Financial Services is one of Australia's leading financiers, with net funds under management exceeding A\$4.3 billion. The company has an extensive network of regional offices and approximately 450 staff across Australia. In addition to providing financial services for new and late-model used vehicles, Toyota Financial Services also offers a comprehensive selection of vehicle insurance and warranty products.

To manage this vast array of services, Toyota Financial Services needs to ensure speedy processing of transactions in real time and daily batches. In addition, staff in the company's call centres need fast and reliable access to information.

Lack of disk space a red light to progress

In 2002, Toyota Financial Services was having problems managing and extending the disk space directly attached to PCs and servers. To solve this problem, it purchased an HP MSA 1000 storage area network (SAN), which enabled the company to increase the amount of storage space available without rebuilding its servers.

Yet by 2006, the HP SAN was itself causing bottlenecks and degrading system performance.

"Critical data retrieval was taking a long time due to a lack of capacity," said Mark Gosling, Senior Manager – Information Services, Toyota Financial Services. "We do a daily batch process and its performance is driven by the servers, the amount of data you have to move and your backup speeds.

"We do our batch processing overnight, and this must be finished by 8 am, as users can't begin work until the process is complete. At month-end, when we needed to do extra batch processing steps, we could still be processing at 10 am, which left staff sitting around idle.

"In addition, our backup windows were being blown out, and some backups weren't being completed. The database was painfully slow, which meant that we couldn't get through

our work as quickly as possible. Customers were waiting on the line for call centre staff to retrieve data from the system, so call times were far longer than they needed to be.”

Finally, Toyota Financial Services wanted to reduce the risk of downtime and ensure business continuity and data security in the event of a system outage or disaster.

EMC solution on the money

Toyota Financial Services asked long-time technology partner and systems integrator ICE Systems to help it find a solution. The two companies evaluated SAN solutions from several vendors to identify the best fit for the company’s needs.

After investigating systems from Hitachi Data Systems and HP, Toyota Financial Services decided on a solution from EMC. In November 2006, it installed an EMC CLARiiON CX3-20 SAN with EMC Replication Manager and EMC SnapView storage software.

“Due to growth within the company, Toyota Financial Services was ready to move from an entry-level SAN environment into the mid-enterprise arena,” explained Ian Atkins, Sales Director at ICE Systems. “EMC could provide a robust and scaleable, high-performance solution. And with all the components and technologies EMC has in its kitbag, a customer can purchase infrastructure and software from the one dedicated storage vendor.”

“Only a few months after we installed the new SAN we started to meet our service level agreement targets for availability, even at month end.”

– Mark Gosling, Senior Manager – Information Services, Toyota Financial Services

“We could see the potential of the EMC solution to grow with our company over time as we expand our business into new areas,” said Gosling. “Other Toyota organisations around the world, such as our counterparts in the United States, use EMC technology and provided glowing recommendations. This has the added benefit of providing global commonalities in equipment.”

The problem-free implementation was completed by a combined team of specialists from ICE Systems and EMC.

“ICE Systems know our business and technology environment inside out,” said Gosling. “EMC brought in specialists to build and install the CLARiiON CX3-20 and software. We even spent a day in the EMC Solutions Centre in Sydney to workshop the solution as a team. The partnership ensured the implementation and transition went without a hitch.”

Improved system performance

The CLARiiON CX3-20 has improved system performance for critical applications at Toyota Financial Services.

“Only a few months after we installed the new SAN we started to meet our service level agreement targets for availability, even at month end,” said Gosling.

The system also delivers advanced functionality and increased flexibility and can scale to 59 terabytes, ensuring Toyota Financial Services’s storage requirements will be met for years to come.

Faster backups and improved disaster recovery

Using EMC Replication Manager and EMC SnapView storage software in conjunction with the CLARiiON CX3-20 has made backups much faster.

EMC SnapView allows Toyota Financial Services to create local point-in-time copies of data that can be used for testing, backup and recovery operations.

“EMC SnapView removes the necessity to take full copies of our large databases, which was a time-consuming process,” said Gosling. “This has made backing up data an easier and less stressful procedure.”

The EMC CLARiiON CX3-20 will allow Toyota Financial Services to create a more advanced disaster recovery solution. The company plans to replicate data between the CLARiiON at its production site and the old HP SAN at a second site using EMC Replication Manager.

“The new solution means that the data at the two sites is only ever 15 to 20 minutes out of synch,” said Gosling. “It’s a big relief to know that in the event of a disaster, the business won’t be offline for an extended period.

“We’re currently building a new disaster recovery site, which should be complete by April 2007. Longer term, we will be looking at installing a higher performing SAN, such as another EMC CLARiiON, at this site.”

Ease of management

During the implementation, EMC specialists trained the Toyota Financial Services IT team on using and maintaining the new system.

“It was a very good handover,” said Gosling. “My team is now completely self-sufficient on the system. It’s got a great user interface that makes it very easy to manage and maintain. Administration is much less of a load than it was with the old SAN. That shows how mature this technology is.”



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