Tapiola Bank

QuickView

Organization:
Tapiola Bank

Industry:
Financial Industry

Application:
Electronic Document Archive

Solution
Plasmon™ G-Series Library

ROI:

> Savings on manual paper-handling costs

> Cost-effective compliance solution

> Low cost for disaster recovery

As a new business division of Finland's Tapiola Group, Tapiola Bank had very specific requirements for the archival storage of accounting and transaction records. Its archive strategy needed to comply with banking regulations while meeting internal operational and budget considerations.

To securely archive its customers' sensitive banking data, Tapiola Bank chose an entry-level Plasmon™ Gx32 Library with UDO™ (Ultra Density Optical) drives and media integrated with its IBM System i environment. The UDO archive solution allows Tapiola to meet Finnish banking regulations for record authenticity and availability, while dramatically reducing the cost of manual paper-handling and storage.

TAPIOLA

Customer Profile

Tapiola Group is a customer-owned institution consisting of several different operating companies that provide insurance, pension, investment management and banking services. With over 700,000 customers, the Tapiola Group is one of Finland's largest insurance and financial service providers.

Finnish IT service provider chooses UDO™ to comply with national banking regulations, dramatically reducing its costs for manual paper handling and storage.

> UDO was the one storage technology that met the range of archive requirements for Tapiola Bank. UDO allows us to comply with regulatory obligations for record authenticity and long-term storage, satisfies our service levels for quick access, cuts manual paper-handling costs, and enables an affordable disaster recovery strategy."

Esko Järvinen
IT Team Leader
Tapiola Data / Tapiola Bank

The Tapiola Bank division was formed in 2004 to provide consumer banking services via the Internet and through 50 branch offices nationwide. In its first year of operation Tapiola Bank enrolled nearly 50,000 new customers. Now it is growing at an average rate of 25,000 additional customers each year.

One key to the success of the Tapiola Group is Tapiola Data, the Bank's internal IT division, which is responsible for the technology infrastructure needs of the company's 3,000 employees and their customers. Using a combination of internal resources and outsourced services, Tapiola Data designed and implemented — and now supports — a storage strategy for the Tapiola Bank.

Tapiola Bank
Tapiola
Finland

The Problem

Tapiola Data was given the task of establishing an entirely new IT infrastructure for the recently founded Tapiola Bank. With a rapidly growing customer base, the bank is processing more than 2.5 million pages a year, which includes nominal ledgers for bookkeeping, account transactions and credit information. Finnish banking laws require that this information be kept in an authentic format for up to 10 years and that it be made accessible for yearly audit inspections.

The Tapiola banking records are generated by several different financial and management applications and this information is vital to timely business operations. A team of accounting and transaction-handling specialists require prompt access to active and archived records in order to quickly handle reporting and customer inquiries.

Historically, many of these records would have been printed and physically stored in a fireproof off-site facility. But storing paper records would be expensive and vulnerable to compromised security. Furthermore, accessing physical documents would be unreliable and slow. Tapiola Data was looking for an archive solution that would eliminate the expense and risk of printing and storing paper records.

The Solution

The Tapiola Data personnel researched a number of storage technology options for the design of their new archive infrastructure. Their findings: UDO came out on top. Finnish banking regulations weighed heavily in this decision, requiring that records be stored in an authentic format with maintenance of at least one duplicate copy.

Tapiola Data was able to comply fully with the intent of the law by implementing UDO true Write Once media. This technology prevents any modification of archived records through physical WORM (Write Once Read Many) recording. UDO also allowed Tapiola Bank to satisfy the requirement for duplicate records in a very cost-effective way: extra sets of robust UDO media are removed from the library and safely stored off-site without the need for expensive IT infrastructure.

"UDO was the one storage technology that met the range of archive requirements for Tapiola Bank," explained Esko Järvinen, IT Team Leader for Tapiola Data. "UDO allows us to comply with regulatory obligations for record authenticity and long-term storage, satisfies our service levels for quick access, cuts manual paper-handling costs and enables an affordable disaster recovery strategy."

As part of a much larger IT rollout program, Tapiola Bank's Plasmon Gx32 UDO Library was installed in the Tapiola primary computer center with one of its IBM System i servers. The i5OS operating system of the System i server provides native support for Plasmon UDO libraries so Tapiola Data did not need to purchase any additional library management software.

Appearing as a number of virtual disk drives, the Gx32 UDO Library is used as a shared archive resource for both an ASW bookkeeping application and Tapiola Bank's MultiArchive document management solution.

In order to provide quick access to active data, most information is stored on magnetic disk for the first 14 months before being migrated to UDO by the MultiArchive software. When data requests are made, the physical location of the files is completely transparent to the users. More active, recent data is recalled from magnetic disk and archive data is retrieved from the Gx32 UDO Library.

Once data is secured on UDO for long-term retention, two additional copies are created. The first copy is kept in the Gx32 Library for redundancy and the second copy is taken out of the library and stored off-site as part of a disaster recovery strategy. Tapiola Data designed its disaster recovery plan to take advantage of robust, removable UDO media. By storing duplicate UDO media off-site the Tapiola IT team created a very secure and cost-effective disaster recovery strategy that virtually eliminates the need to print and store paper records.

The Future

Because UDO media has a lifespan in excess of 50 years, Tapiola Bank will not be forced to migrate its data to newer media during the 10-year data life cycle stipulated by Finnish banking regulations. This protects the authenticity of the bank's records while dramatically reducing administration and future investment. The result: a low total cost of ownership. When Tapiola Bank needs to expand or upgrade its archive, this can be done with minimal impact.

"We began with a small 1-terabyte Gx32 UDO Library, which should provide the capacity we need for the next few years," commented Esko Järvinen. "If our archive grows more rapidly than expected, we can scale by adding a second library or upgrading to next-generation UDO without having to move our data or restructure our disaster-recovery policies. UDO offers archive scalability that won't put data at risk or disrupt our business operations."

Summary

Tapiola Bank's UDO archive is an excellent example of a compliant and resilient archive environment. The Tapiola Data team developed a clear set of requirements that took into account external regulations, internal business priorities, and customer needs. Their well-defined plan helped them to select UDO and allows them to fully exploit the intrinsic benefits of the Plasmon UDO and G-Series Library technology. Record authenticity combined with data longevity in a removable and scaleable format makes UDO the ideal choice for Tapiola Bank's financial data archive.

UDO

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