

Ensuring digital infrastructure resilience and uptime for financial institutions with Telstra International

Leading financial institution enhances resilience, improves security, and achieves cost savings of 13% with Telstra International's data centre relocation services.



Supporting the migration of disaster recovery data centre

Serving millions of corporate and small business customers, a leading European financial institution sought to expand into the Asia Pacific market for additional growth and value opportunities. Relying solely on their legacy infrastructure was no longer sustainable as it limited agility, resilience and scalability and could potentially weaken the organisation's competitiveness.

The organisation engaged Telstra International to consolidate its fragmented technology footprint, reduce reliance on legacy IT infrastructure with its security vulnerabilities, and generate significant savings and performance improvements.

The challenge

The financial institution faced multiple challenges with its legacy disaster recovery (DR) data centre, which impacted its ability to support future growth, effectively mitigate operational risk, and ensure the continuity of critical services. High operational costs associated with maintaining outdated infrastructure led to inefficiencies and increased maintenance efforts. Additionally, there was a need to strategically manage any data centre relocation to avoid impact on daily business activities and business continuity plans.

The challenges summarised as follows:

Disparate racks of varying sizes and configurations led to:

- Difficulty in optimising floor space, resulting in underutilised areas.
- Inefficient use of space, complicating scaling and infrastructure management.

Inadequate security and access controls

- Insufficient physical security measures and a lack of surveillance systems—for example, access points were unmonitored—made it difficult to enforce strict security protocols and track access to critical areas, potentially leading to compliance failures.

Fragmented network management consisted of:

- Disorganised and untidy cabling, leading to complicated troubleshooting and time-consuming maintenance processes.
- Existing fragmented network segments that created inefficiencies, security risks, and difficulties in maintaining global connectivity.

These challenges, which highlighted the strategic, operational and regulatory concerns, especially regarding security, drove the financial institution to review its digital infrastructure strategy to ensure it was well-equipped to handle future growth, improve operational efficiency, and maintain a competitive edge.





The solution

The financial institution faced a strategic decision regarding the migration of its DR data centre, which encompassed everything from defining a comprehensive strategy to fully coordinated implementation. To achieve this, they chose Telstra International as their trusted partner, recognising our expertise in managing complex data centre relocations.

As the strategic partner, Telstra International stands out with its vast network of 360 managed and partnered data centres across 37 countries, emphasising security and sustainability. This network uniquely connects to the world's top cloud providers, offering unparalleled service quality and flexibility.

Using our vendor-neutral approach, we thoroughly evaluated our partners' data centres, selecting facilities based on their advanced technological capabilities, proven track record with sensitive data, and robust security measures that comply with stringent regulatory standards. This selection process ensured that the chosen data centre fits the business requirements.

Our credentials further validated their choice: Telstra Singapore is Outsourced Service Provider's Audit Report (OSPAR) certified, and our team of consultants maintains high compliance with key industry standards such as MAS TRM, PCI DSS, and ISO27001. This combination of expert knowledge and certification underscores our capability to handle critical data securely and efficiently, making us the optimal choice for managing this significant transition.

Key solutions provided by Telstra International included:

Discovery and assessment

- Conducted an in-depth study of the customer's existing infrastructure inventory, application mapping, dependencies, and security policies, and provided actionable insights on a detailed migration strategy to minimise risks and ensure a smooth transition.

Enhanced infrastructure development

- Designed and implemented the digital infrastructure strategy tailored to the institution's business requirements. This included facilitating the procurement of necessary hardware, simplifying the procurement process, ensuring standardisation in service management, and securing better pricing for hardware on behalf of the customer.
- Implemented a unified network management solution to seamlessly integrate physical and virtual networks, enhancing overall efficiency, security and connectivity.

Robust access control systems

- Implemented secure cages and the latest security measures, including cameras and biometric systems, to enhance security protocols and protect the customer's digital assets.

Project management

- Meticulously planned and managed the data centre relocation to minimise downtime. The transition was strategically scheduled over the weekend and outside office hours to maintain uninterrupted operations. Detailed risk assessments, phased implementation, and real-time monitoring minimised issues, ensuring continuous service, operational stability, and seamless transition.

✓ The outcome

The partnership with Telstra International delivered substantial benefits for the financial institution:

Cost savings and reduced carbon footprint

- Standardisation of hardware and use of newer, high-performance systems resulted in fewer servers needed.
- Reduced rack space requirements, cutting the number of racks from 62 to 32.
- Achieved more than 13% reduction in monthly costs, saving approximately \$1,248,000 over five years.
- Reduced electrical power costs and optimised space utilisation, helping our client achieve their Net Zero sustainability goals across all their operations.

Enhanced security

- Advanced security measures, including secure cages, biometric systems, and continuous monitoring, significantly improved the data centre's physical security and ensured regulatory adherence and operational excellence.

Improved network and operational efficiency

- Upgraded network infrastructure improved performance, reduced downtime, and increased reliability.

With the successful migration to the new data centre, the financial institution had significantly enhanced the resiliency of their infrastructure and bolstered their data security measures. They are now well-positioned to embrace emerging technologies and drive forward their strategic initiatives with assured resilience and security.

i About Telstra International

Telstra is a leading telecommunications and technology company with a proudly Australian heritage and a longstanding, growing international business. Telstra International empowers enterprise, government, carrier, and OTT customers with innovative technology solutions including data and IP networks, and network application services. These services are underpinned by our wholly owned subsea cable network—largest in Asia Pacific—and includes more than 30 cable systems spanning over 400,000 km, with access to multiple cable landing stations and more than 2,000 points of presence around the world. For more information, please visit www.telstrainternational.com.

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wherever you are.**

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