

Leading Australian Bank Trusts Pythian With 24x7 Support of Vital SQL Payments Platform

Industry

Financial services

Location(s)

HQ in Australia; clients in 30 countries worldwide

Technologies

- Microsoft SQL and .NET
- Tehama

Overview

When aggressive customer growth on a leading Australia bank's proprietary payment platform threatened to overwhelm the internal IT team, they turned to Pythian for proactive 24x7 management of this mission-critical Microsoft SQL data solution. Since 2013, Pythian has provided follow-the-sun support, strategic recommendations and tactical execution with a team of knowledgeable SMEs. The bank can operate their vital payments platform confidently and leverage their in-house talent for other initiatives.

Uptime and reliability are essential for international bank's proprietary financial solution

Demand for innovation prompted one of Australia's foremost financial institutions to introduce a new payments platform in 2011. Its proprietary tool, built with Microsoft SQL and .NET technologies, supports many of the bank's largest commercial customers and other financial institutions, processing approximately \$10 million in transactions each minute.

The bank expected gradual adoption over a few years; instead, corporate customers tapped the platform immediately. The unexpected growth threatened to overwhelm the bank's small IT team, so they outsourced monitoring and management of the bank's SQL data layer to the pros at Pythian.

Since 2013, the bank has trusted Pythian for 24x7 data support, strategic recommendations and tactical project execution for this important payments platform.

"Pythian is one of our trusted vendors. They understand our requirements and respond to us quickly."

– Infrastructure Lead

Keep pace with aggressive platform growth

One of Asia's largest financial institutions operates a proprietary payment platform on Microsoft SQL. Business customers love the solution—but aggressive growth threatened to overwhelm the internal IT team. They struggled to hire the right resources to manage and monitor this mission-critical platform.

Keeping pace with aggressive platform growth

The bank needed an external resource to:

- **Support aggressive growth.** Customer response to the new payments platform far exceeded expectations. The internal team lacked capacity to support it.
- **Complement internal resources.** The bank needed a variety of skills from experienced SQL experts and data gurus to follow-the-sun daily monitoring.
- **Provide ongoing data expertise.** To maintain an industry-leading solution, the bank looked to trusted advisors for best practices and recommendations.

Managing the bank's corporate payments platform is a top priority. Its uptime and security are mission-critical for the bank and its international corporate customers. By law, the platform must operate 24x7, with real-time processing of customer payments.

Unexpected customer demand prompted the IT team to look for external resources. The bank anticipated around 50 customers in the first three years. But the growth of the platform was tremendous—by the first two years, it had already tallied close to 200 customers.

The bank decided to outsource monitoring and management of the platform's SQL data layer. IT leadership wanted a resource with a strong local presence, proven database expertise and skillets to complement the bank's internal team.

Furthermore, the IT lead wanted a firm with high-end knowledge to act as trusted advisors and subject-matter experts about the data layer of the platform.

“We have developers who are good in databases. We needed one step above them for very high-end knowledge, acting as trusted advisors.”

– Infrastructure Lead

Outsource SQL data services to Pythian

The bank hired Pythian to manage the SQL data services for its customer payments platform. They needed 24x7 support as well as knowledgeable SMEs for technical and strategic guidance.

Since 2013, the bank has trusted Pythian to:

- Proactively monitor the SQL data layer of the payments platform
- Migrate and rearchitect the solution to a new SQL version
- Help move their data to a secondary data center

Outsourcing SQL data services to Pythian

Pythian helped the bank to:

- **Proactively monitor the platform.** A follow-the-sun model ensures optimal uptime and reliability for the bank's payment solution.
- **Upgrade to a new SQL version.** The bank smoothly migrated its data layer from SQL version 2008 to 2016.
- **Move to a new data center.** Pythian contributed design recommendations and implementation resources.

Since 2013, the bank has relied on Pythian to support its SQL payments platform. On a day-to-day basis, Pythian monitors the data layer for optimal availability and performance.

This 24x7 monitoring is vital because the platform needs to process payments in real-time—even on holidays.

Pythian's work is 80 percent proactive and 20 percent reactive; the majority of the time, Pythian identifies and resolves issues before anyone at the bank notices an impact.

In addition to follow-the-sun support, Pythian supports the bank on special projects related to its SQL database. In 2016, the team helped migrate the platform from SQL version 2008 to 2016. The upgrade, which included rearchitecting the existing solution, lets the bank take advantage of the latest SQL capabilities.

When the bank decided to move its secondary data center in 2021, the IT lead again engaged Pythian's data experts for guidance with the design and implementation of the payments platform's data layer.

“Pythian's 24x7 monitoring support is critical for the platform. We have to process payments in real-time—even on Christmas Day.”

– Infrastructure Lead

Operate confidently with trusted guidance, 24x7 support

Pythian's support frees the internal team for other projects, while giving them (and their valued customers) peace-of-mind that the SQL platform is thriving.

The bank appreciates the Pythian team for:

- Breadth of skill sets and experience levels
- Expertise in SQL and data management
- Proactive and collaborative approach

Operating confidently with trusted guidance, 24x7 support

With 24x7 support, the bank can:

- **Operate with confidence.** Nearly a decade of results with Pythian give the IT team peace-of-mind.
- **Free internal resources.** Outsourcing daily SQL data monitoring maximizes productivity for the bank's internal IT team.
- **Leverage expert guidance.** A collaborative and trusted relationship gives the bank immediate access to Pythian's extensive data knowledge and SQL experience.


The IT team values Pythian's breadth of knowledge, depth of resources and geographic reach. These qualities enable the bank to quickly tap into the exact skill sets and experience the IT team needs.

The bank works with only a handful of external resources and appreciates how well the Pythian team understands the bank's requirements and responds quickly.

Perhaps the biggest benefit of outsourcing the daily SQL data management is simply the confidence it provides. It reduces pressure on the internal team and enables everyone at the bank to sleep peacefully, knowing the data layer of the payments platform has 24/7 expert monitoring and support.

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ABOUT PYTHIAN

Founded in 1997, Pythian is a global IT services company that helps organizations transform how they compete and win by helping them turn data into valuable insights, predictions and products. From cloud automation to machine learning, Pythian designs, implements and supports customized solutions to the toughest data challenges.

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