



Deutsche Börse minimises the risk of IT failure

HPE Datacenter Care support contract including on-site support

Objective

High availability for trading platforms and other business-critical systems

Approach

HPE Datacenter Care contract

IT Matters

- Clear processes and governance ensure the company's partnership with HPE runs smoothly
- IT team is able to focus more heavily on business-related areas
- IT team has access to 3rd level support and developers at HPE

Business Matters

- Stable, high-performing operation of business-critical exchange trading systems
- Single contract for all services reduces both the IT and financial accounting teams' workloads
- Services can be added or removed from the contract as needed



Deutsche Börse's long-standing HPE Datacenter Care contract with Hewlett Packard Enterprise includes both proactive and reactive services; ensuring its business-critical trading platforms remain performant and uninterrupted. These services cover both hardware and software, with the majority being carried out by an on-site HPE team.

Challenge

Uninterrupted, high performing operation

Deutsche Börse Group is one of the world's largest exchange organisations. It currently operates more than 30 trading platforms worldwide for investors who invest capital and companies that raise capital. Two of these, Xetra and the Frankfurt Stock Exchange, are amongst the world's most renowned trading platforms where prices are determined on the exchange. Xetra is considered one of the most powerful and flexible trading infrastructures in the world, with participants from 18 different countries. Since 1999, Deutsche Börse has calculated all of its share indexes based on Xetra prices. The trading platform has an approximate 95% market share of DAX stocks trading in Germany, with a peak load of 1.2 million trades per day.

“Our partnership with Hewlett Packard Enterprise means that we always have someone working away in the background to monitor our infrastructure, make recommendations and react quickly to prevent failures. The HPE Datacenter Care support contract also enables us to focus more on business-related areas.”

– Alexander Siklinski, Systems Infrastructure (ISI) department, Deutsche Börse

Like other trading systems, Xetra was developed by Deutsche Börse; the company responsible for all of the information technology within the Deutsche Börse Group. It develops and operates trading, clearing and information systems used in both the cash and derivative markets as well as in clearing. Its product portfolio also includes front-end systems for market participants.

“IT is our core business – for Deutsche Börse, IT is key to competing successfully against international financial markets,” says Alexander Siklinski from the Systems Infrastructure (ISI) department. For this reason, Deutsche Börse has become a complete provider, covering every area associated with the development and operation of software for stock exchanges and trading participants. Banks also trust Deutsche Börse with their systems, with many being hosted in its data centres.

“The systems in our data centres have to be completely reliable, with high availability and performance levels – even under peak loads,” says Peter Heck, Head of SAP and Windows® Operations at Deutsche Börse. The majority of trading systems have to be available every weekday, around the clock. For other systems, including those used to operate the European Energy Exchange (EEX) and those hosting banks, there are even tougher requirements. These must be kept up and running 24 hours a day, 365 days a year.

“Any failures would cause a huge amount of damage to our reputation,” continues Heck. “That’s why our primary role is to ensure that our business-critical systems never fail or experience interruptions.”

Solution

An HPE Datacenter Care contract

For this reason, Deutsche Börse maintains redundant systems and purchases care packs to protect the highly available systems from hardware failures. But for those in charge, this is not enough. “Only with a combination of reactive and proactive services can we sustainably minimise the risk of operational failures,” says Siklinski. “So, over the years we have established a close relationship with Hewlett Packard Enterprise, the company that provides data centre support for us, which we call the House of Service.”

What makes the partnership unique is the fact that an HPE account team is permanently based at Deutsche Börse’s two data centres, working in shifts every weekday between the hours of 7am and 8pm. Therefore, they have a very close working relationship with the IT administrators and managers at Deutsche Börse itself. “This close collaboration and on-site service provision means that we can be absolutely sure that Hewlett Packard Enterprise understands our processes and therefore knows exactly how critical certain servers are,” says Heck.



One simple contract for around 3,000 systems

Another factor that makes the partnership particularly unique is the structure of the contract agreed for the House of Service some seven years ago. “Back then we had around 200 systems under HPE Datacenter Care support. We received individual invoices for each system that we then had to sign and send on to a cost centre,” remembers Siklinski. “But over the years, this became time consuming – not just for us, but also for the financial accounting and controlling departments.”

To solve this problem, Deutsche Börse and HPE agreed a single, simple, transparent contract covering all of the individual services – the House of Service – and which the companies re-assess and revise every six months asking which services have been added to the House of Service, and which are no longer needed due to the introduction of new hardware. “We have a well-functioning, very open dialogue with HPE here,” praises Siklinski. “If we tell them that we have just put a new, critical system into operation, HPE is flexible and quickly adopts it into the House of Service without waiting for the next meeting.”

The big advantage of this contract structure is that Deutsche Börse now receives one invoice, twice a year for the entire House of Service. “The contract structure we have for the House of Service has really helped to reduce the workload of both our department and the financial accounting team since it was introduced seven years ago. Today, it is even more valuable as the number of systems we consider highly critical, and which need to be covered by the House of Service, has dramatically increased over the years.”

There are currently 3,000 HPE systems in the House of Service and the number is growing all the time. They include HPE ProLiant x86 servers as well as Itanium servers running the OpenVMS operating system. For the latter, the HPE team also provides support for the operating system and additional software from third-party providers, such as databases. The contract also covers HPE storage solutions.

Under the House of Service concept, HPE provides reactive services in the form of hardware repairs as well as a range of proactive services. These involve carrying out regular analyses of the systems to give the hardware and software a health check. This process enables the HPE experts to resolve potential problems pre-emptively. The sources of the errors can be investigated promptly before they lead to failures or begin to affect performance. HPE also creates regular patch reports for systems containing all relevant information and any necessary security updates.

Customer at a glance

HPE Services

- HPE Datacenter Care contract with reactive and proactive services including on-site support

About Deutsche Börse

Deutsche Börse is headquartered in the financial capital of Frankfurt and employs around 5,300 people in Luxembourg, Prague, London, Zurich, Moscow, New York, Chicago, Hong Kong, Singapore, and Tokyo; ensuring its global customer base is fully covered.

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– Peter Heck, Head of Server Management, Deutsche Börse

Benefit

Stable operation of highly critical systems

All of the services are backed up with service level agreements, and the partners have also worked together to agree consistent processes and governance structures for its work. “This way, everyone involved knows what to do if an incident happens,” explains Heck. “Every now and again we do have situations that need specialist resolutions. But even then, the HPE experts do everything they can to resolve the issues.”

Siklinski agrees, “The systems we have in the House of Service run very stably due to the comprehensive service HPE provides. It’s one of the reasons why Deutsche Börse has such a good reputation in the finance world.”

If a support case ever needs to be generated, the expanded escalation management process in the HPE Datacenter Care contract ensures that Deutsche Börse is given top priority and access to the development teams in HPE’s 3rd level support department.

“This access to 3rd level support at HPE and to the developers is very valuable to us, and it’s something we wouldn’t get in a contract with a third-party provider. The experts in the USA even readjust our environment to catch errors,” says Heck.

“Our partnership with HPE means that we always have someone working away in the background to monitor our infrastructure, make recommendations and react quickly to prevent failures. The HPE Datacenter Care support contract also enables us to focus more heavily on business-related areas,” says Siklinski.

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