



rackspace

Customer Case Study – Financial

Metro Bank speeds up processes by 50%

First new high street bank in 100 years chose a Rackspace solution to support its rapid growth.

Our customer

Metro Bank was founded in 2010 and has already launched more than 45 stores, providing banking services for both personal and business customers. With ambitions to reach 100 stores by 2020, Metro Bank stands out from traditional financial organisations, with its highly customer-driven approach.

The obstacles they faced

Metro Bank are growing rapidly and needed a managed cloud partner that could scale with them as their business expands. Rackspace worked with Metro Bank's IT team to evaluate its architecture, pain points, goals and future requirements, to provide them with an unparalleled solution. The company then built a roadmap for seamless migration to a bespoke and highly secure hybrid architecture.


How we helped

Managed Cloud – VMware®; Managed Hosting – Dedicated Servers; Managed Hybrid Cloud; Professional Services

What we achieved together

The work started with an initial 12-month migration project. This was delivered on time, on budget and without any costly downtime, with applications starting to go online within six weeks. The day after the first migration, close of business processing on core banking systems were 50 percent quicker and vital reports that were taking an hour to produce could now be completed in just 20 minutes.

METRO
BANK



“Close of business processing went from over four hours to under two, and our financial modelling team was running data in 20 minutes that would have previously taken over an hour.”

David Gould
Head of Architecture and Solutions,
Metro Bank

Metro Bank is reinventing the rules of banking in the UK

As the first new high street bank in over 100 years, Metro Bank’s meteoric rise is unprecedented. Metro Bank was founded in 2010 and has already launched more than 45 stores, providing banking services for both personal and business customers. With ambitions to reach 100 stores by 2020, Metro Bank stands out from traditional financial organisations with its highly customer-driven approach, which includes services such as being open seven days a week and the capability to open an account in

under 20 minutes – without having to book an appointment.

Unlike its high street competitors, Metro Bank is not tied to legacy IT systems, which means it has the freedom to incorporate the latest technologies that offer unparalleled scalability and agility. This has enabled the business to disrupt the banking sector and break away from industry norms with its modern services that are focused entirely on providing high levels of customer service and convenience. These capabilities became a reality when seamlessly migrating Metro Bank’s entire infrastructure, including its core banking operations, digital offerings

and even ATMs, to a managed cloud solution architected by Rackspace.

A partnership that puts customers first

Metro Bank started with a fit-for-purpose hosting solution, but as its unique banking model grew in popularity, it decided that it needed a managed cloud partner that could keep pace with the demands placed upon its infrastructure. To advance the business, it needed to accelerate a transition to an enterprise-class hosting solution.

Rackspace was one of six hosting providers invited to respond to Metro Bank’s RFP and it stood out from the crowd. David Gould, Head of Architecture and Solutions at Metro Bank, explains, “We were very impressed with how the Rackspace culture aligned with our own. We talk about our ‘amazing culture’ within the bank, creating fans rather than customers. Putting the customer first is intrinsic to how we operate, and we got a very similar feeling from Rackspace. They bought into the dream.”

Likewise, David Young, CTO at Metro Bank, comments: “Cultural fit is as important as technology. Rackspace is as passionate about the delivery of superior customer service as we are. True innovation comes

from working with a partner that gets us, understands where we are going, and helps us solve problems and challenges along the way. Technology is a utility we could replicate with another hosting provider. What we could not replicate with anyone else is the Rackspace culture.”

Delivering immediate results

Rackspace worked with Metro Bank’s IT team to evaluate its architecture, pain points, goals and future requirements, to provide the company with an unparalleled solution. Rackspace then built a roadmap for seamless migration to a bespoke and highly secure hybrid architecture, designed and deployed with a blend of dedicated hardware and Managed VMware vCloud.

“It was very impressive to watch and be at the receiving end of Rackspace service,” says David Gould. “We felt utterly looked after. You got a sense from day one that they pulled out all the stops — achieving the precision results we were looking for without any disruption to our day-to-day business or customer experience.”

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David Gould explains: “At one point we actually questioned whether we had broken our banking systems because of the eye-opening performance statistics we were seeing. Close of business processing went from over four hours to under two, and our financial modelling team was running data in

20 minutes that would have previously taken over an hour.”

By choosing industry-leading managed services from Rackspace, Metro Bank has gained the depth and breadth of expertise to deliver an exceptional level of customer experience, both from a support perspective and in its ability to continuously innovate the service it provides. The company has 24x7x365 access to a designated team of Rackspace support specialists who have built up a detailed knowledge of Metro Bank’s IT systems.

“Knowing that our team of Rackspace experts is readily available to support us gives me the peace of mind that I can concentrate on delivering genuine business value without jeopardising any of the day-to-day tasks that keep the business running.”

David Gould – Head of Architecture and Solutions,
Metro Bank

Powering future growth

Metro Bank is committed to providing customers with an unparalleled banking experience, meaning customers receive superior levels of service, and are able to bank whenever, wherever and however they choose. The organisation now has a banking architecture that stays on the leading edge of technology and a desire to be ‘always on’ and always connected to its customers.

David Young, CTO, explains: “My challenge is to harness the power of technology to deliver amazing propositions for our customers and colleagues. We grow exponentially every year and the biggest risk is not being able to match demand. Rackspace ensures we have the capability to horizontally scale our infrastructure and applications, and it does it in such a way that I never need to worry about IT maintenance.

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About Rackspace

At Rackspace, we accelerate the value of the cloud during every phase of digital transformation. By managing apps, data, security and multiple clouds, we are the best choice to help customers get to the cloud, innovate with new technologies and maximize their IT investments. As a recognized Gartner Magic Quadrant leader, we are uniquely positioned to close the gap between the complex reality of today and the promise of tomorrow. Passionate about customer success, we provide unbiased expertise, based on proven results, across all the leading technologies. And across every interaction worldwide, we deliver Fanatical Experience™ — the best customer service experience in the industry. Rackspace has been honoured within the top 100 Great Places to Work for more than a decade.

Learn more at www.rackspace.co.uk.

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