



## D+H relies on the security provided by greenDatacenter Zurich West

Financial providers need secure and reliable networks in order to transfer sensitive financial data around the world. They rely on service providers that have the necessary infrastructure and experience. One such company is D+H, which processes SWIFT payments for more than 700 financial providers in over 70 countries around the globe. D+H now uses greenDatacenter Zurich West as the Swiss location for its data center infrastructure.

### The company

D+H Global Transaction Banking Solutions is one of the world's largest companies for SWIFT transactions. Nearly 8,000 banks and financial providers with more than 33 million transfers per month rely on the technology and services of D+H. The company is headquartered in Toronto, Canada, and maintains data centers in the USA, Great Britain, and in Switzerland. In the industry ranking published by IDC and American Banker, D+H is considered one of the most important fintech companies in the world. Its 5,400 employees achieve annual revenue of more than USD 1.5 billion.

D+H has been helping banks and financial service providers implement complex payment processes for almost 30 years. This process includes not only SWIFT connections, but also the tight integration of ERP systems such as SAP and Oracle. The integrated D+H solution encompasses hardware, applications, processes, and templates. Added to this is the indispensable experience of the employees. The customer doesn't have to worry about IT operations, downtime, upgrades, or similar issues.

### The challenge

D+H has been active in Switzerland for 30 years. The current service portfolio includes access to different networks such as SWIFT, SIC, and euroSIC, direct connection to core banking solutions such as Avaloq, Finnova, and SAP using proprietary systems as well as help desk support for applications. Some 70 employees in Baden take care of more than 300 customers. Most of these customers are in Switzerland, including the Aargauische Kantonbank and the ABB. Not just banks and financial providers, but increasingly companies from other industries delegate the processing of payment transactions to D+H.

It goes without saying that payment transactions between financial providers require an absolutely secure IT environment. D+H



maintained a data center in Zurich city and another one as part of a colocation cooperation with SIX. When SIX moved to greenDatacenter Zurich West thereby ending the contract with D+H, D+H began to evaluate other data centers.

### The evaluation

D+H looked at possibilities in Zurich as well as in the Genf region. For efficiency reasons, they ultimately focused on the Zurich region and shortlisted five providers who could guarantee the highest standards regarding intrusion protection and operational reliability. Another key aspect was the distance to the still existing location in Zurich city. Ideally, the new data center would be in a different geographical area, but not too far away.

In the end, greenDatacenter Zurich West was chosen based on its high standards – built in accordance with the Tier 4 classification and ISO 27001 certified. In addition to that, it fulfilled the requirements of the financial industry and its regulators. Global geographical risk factors, access in the case of emergencies, convenient location, and easy accessibility from Baden also spoke in favor of Lupfig. After careful evaluation, D+H came to the same decision as its previous colocation partner SIX – and moved into the greenDatacenter.

### The implementation

Raymond Lambot, Head of System Engineering at D+H, was in charge of the evalua-

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tion and migration of the data center. He described the planning of the migration and choosing the right migration strategy as the greatest challenges. Fully re-equipping the new data center was not an option. A Big Bang migration with a downtime of 20 hours was also ruled out, since the migration could not take more than a few hours on the weekend. The team therefore had a double challenge: to keep operative business running as usual while planning and implementing the complicated migration. The top priority was ensuring availability.

At the two previous sites as well as in Lupfig, Raymond Lambot had the team set up clusters and virtualize the physical servers. “We took advantage of this opportunity to update our SAN technology. We created metro clusters to achieve a new level of availability with our VMware environment. We first

migrated the virtual servers from the previous data center to Zurich and from there to Lupfig. This enabled us to perform tests under high loads without impacting operative business.”

On top of complexity came time pressure. The previous data center had to be cleared out in September 2016. The contract with Green was signed at the end of 2015. Starting in April 2016, D+H had access to the data center in Lupfig and could start building up the server and storage environment. Some of the equipment was already up and running in May, and the migration was completely finished in October 2016.

Raymond Lambot was not only impressed with the security precautions taken by Green, he also praised the support provided during the migration. “For us, Green was an outstanding choice – especially with respect to service and support. Considering the tight time window available to us for the migration, competent and dedicated help was a must. The team at Green was extremely dedicated. They are truly professionals.”

The two D+H data centers are now about the same distance from company headquarters and offer equivalent resources. Both could independently manage the complete daily business load that is usually distributed among the two data centers.



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Raymond Lambot  
Head of System Engineering

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