



Since purchasing Diskeeper®, HSBC France has experienced decreased support calls, as well as quicker, more reliable back up processes. As a result, HSBC (FR) benefits from cost savings and better overall productivity.

The Company

With offices in 82 countries and territories, HSBC group is solidly established in Europe, Asia, America, Middle East and African areas.

Established from the integration of the CCF brand, the Union of banks in Paris, Herve Bank in the Parisian area, the Picardie Bank and the Bank of Beau in 2005, HSBC France today holds a network of 380 agencies, in addition to this are 400 agencies of 7 regional banking branches, member of the HSBC Group.

As well as banking services, HSBC provides a comprehensive range of financial products and

services: personal financial services; commercial banking; corporate, investment banking and markets; private banking; and other activities.

The multi-award winning, number one defragmentation software Diskeeper has been successfully integrated into the two data centres of HSBC France.



The Challenge

To maintain system performance and reliability can be a real challenge for companies, such as HSBC France, which faces critical data flow on a daily basis.

Whether downloading, installing software, creating, modifying or deleting files, these daily procedures generate writes to disks which are allocated according to the free space available. However, problems occur when one file is bigger than the space designated for it: resulting in the file being allocated on several non-consecutive sections of the disk. The more handlings there are on the disks, the more the files and free space will be fragmented. As a result, the disk access will automatically slow down.

Systems in businesses such as HSBC France are constantly utilised: a lack of control on disk defragmentation directly impacts on the system performance, and drastically slows down the operations necessary to the good handling of the company.

In 1998, Didier Guieu, system-architecture engineer at HSBC France, observed that their systems were slowing down and decided to take steps to tackle the effects of fragmentation and optimise their servers' performance.

According to him, it was on the infrastructures level than the impact of fragmentation was felt the most.
"Before Diskeeper, entire hours were needed

to copy large amount of data, and back ups were not concluding. The data and files access times were taking far too long. We noticed that when the server was fragmented, the back up time sometimes needed twice as long to run."

Coupled to this was the proportion of Helpdesk calls related to fragmentation issues, which at times were monopolising the technicians' availability.

The challenge was to find a tool which would improve access times, speed of back ups, data transfers and avoid any IT aggravation that may paralyse production.

The required tool also needed to eradicate slow downs and minimise the time spent on fragmentation issues by the already busy technical service staff, enabling them to concentrate on other vital tasks.

The Solution

“We decided to implement defragmentation software on our system. We chose Diskeeper because it best answered our needs: Diskeeper can defragment big volumes, with minimum impact on the system”

with InvisiTasking™
Diskeeper® 2008

Didier Guieu describes how HSBC discovered and tested Diskeeper: “Friends and colleagues knew about Diskeeper and recommended it to me. After undertaking some marketing research, we decided to test the product on our file servers. Having installed the software on the servers and doing the configurations, we let it do its work and a week later, analysed the results which were very good. We noted significant improvements.”

Benefits and Results

“We are really satisfied with the improvements delivered by Diskeeper which totally answered all our needs”

The technical service benefits from Diskeeper for three main reasons:

Diskeeper reduced in volume the significant number of problems and errors which occurred before it was installed. “It is clear that we are contacted much less. There are significantly fewer incidents that are referred to us now”

Also, the automatic defragmentation gives the possibility for Diskeeper to run on its own without requiring any work from the technical staff. “We have considerably reduced the time we used to spend on servers, since we have no defragmentation to do manually”

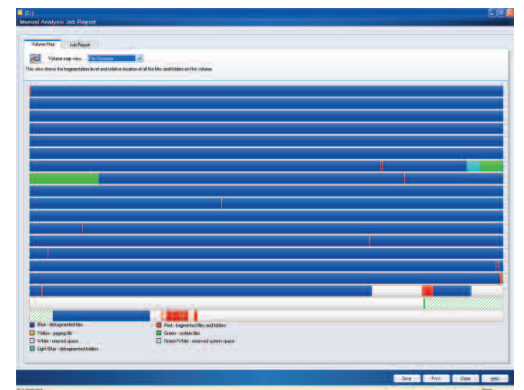
Finally, “a defragmented server means backups are much quicker: Diskeeper enabled

us to optimise our back-ups processing times”

To summarise, where there were problems, Diskeeper delivered solutions while also improving the productivity of HSBC France. As Mr Guieu explains: “performance has improved, back up and data access time have been considerably reduced. We win both in terms of time and money”

The new technology Invisitasking, which enables real time and completely transparent maintenance of the systems, was particularly appreciated:

“The product is transparent, which is really nice. It has no impact on applications. Users don’t notice that Diskeeper is working, there are no blockages. This way, servers’ performance can stay on top at all times. I have to admit that sometimes, automated software can have very positive consequences”



Didier Guieu stated that he appreciated the support brought by the Diskeeper team since the order of the products, their installation and maintenance.

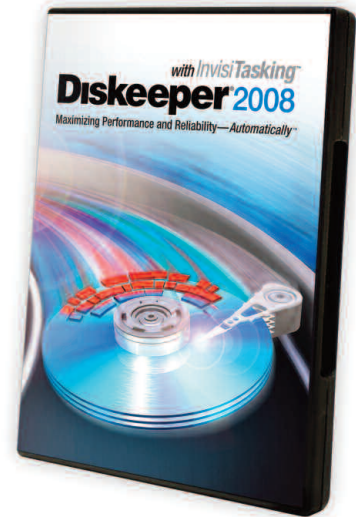
For a company as big as HSBC France, it is important that all questions that are asked are answered, and that all eventual problems be resolved in the most rapid manner to avoid all unnecessary paralysis of the systems. Speaking about his experience with the Diskeeper team, he declares: "Every time I have a question or any type of problem they answer me promptly and appropriately, which is not always common in today's industry. I am in contact with Julie Hedeline for all general questions or updates queries. Ergun Kazali offers the technical support I need and has always managed to find solutions to my problems"

HSBC France, being pleased with the improvements brought by Diskeeper, continues to deploy the software when the need arises.

"Until recently, we managed Diskeeper on the business servers. Today, we are widening the perimeter, including branches, on desktop servers"

We also plan to install Diskeeper Administrator, which centralises all operations on the entire network on a unique console, and which is currently not yet used as it should be"

In relation to the new 2008 version, the only software able to defragment in the most extreme conditions, with only 1-2% of free space available, Didier Guieu states:



"We have a few operating systems with saturated volumes and are able to neither increase the size of the volumes nor reduce the data. This is not the case for many servers but it is an issue as they are extremely fragmented. It is a very good point that Diskeeper can now do this!"

He concludes: "Diskeeper answered all our needs. I have already recommended it to colleagues, and will continue to do so"

For more information on Diskeeper Corporation and its products, contact one of our sales representatives on **+44 (0) 1342 327 477** or visit **www.DiskeeperEurope.com**