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# CASE STUDY

HSBC Uses Gemini Technology to Save Money and Solve IT Problems

## ABOUT THE BANK

The world's third largest bank, HSBC has been present in Ireland for three decades. Today, the bank employs more than 700 people providing a full range of corporate banking, private banking, fund administration, and insurance wealth solutions. In 2008, HSBC was named the world's most valuable banking brand by The Banker magazine.

## GEMINI & HSBC

In 2009, Gemini Technology was recommended to HSBC as a service provider by a member of staff within the bank. Initially hired to act as the middle-man between the client and the IT vendor for box shifting, Gemini Technology is now the bank's preferred IT solutions vendor and its go-to consultancy firm for all queries relating to licensing, software, hardware, networking equipment and beyond.



### DECLAN CUMMINS, IT MANAGER.

"Gemini's unique selling point, as far as I am concerned, is that nothing is a problem and the company is not limited to one area of expertise. If they don't know something, they find it out"

### MAIN PROJECT BENEFITS:

- >Reduced TCO
- >18 Month ROI
- >Improved Disaster Recovery
- >Recovery Time & Recovery Points
- >Reduced Administration
- >Reduced provisioning of new equipment from weeks to hours

## **TRUST, BUT VERIFY**

While early service contracts with leading vendors appeared competitive, the cost of equipment and implementation fees became opaque and prohibitively expensive and caused relations to deteriorate as crucial new projects were rolled out.

The quotation for one project requiring a fast turn-around raised alarm bells, which were justified when compared against other quotations. With a quotation 40% lower than the company's usual IT vendor, Gemini Technology was awarded the contract. After two years, Gemini Technology's pricing remains transparent and fair.

## **KNOWING YOUR CLIENT'S BUSINESS.**

Given its global nature, HSBC might receive news of a project that requires implementation at short notice.

In dealing with Gemini Technology, nothing is a problem. The team members can handle queries beyond their own knowledge and expertise by making it their business to find out and understand the latest request and make recommendations within a matter of hours.

It is this willingness to expand on knowledge and attention to detail that keeps Gemini Technology abreast of all the latest technological developments and operational requirements within the banking sector.

## **SPECULATE TO ACCUMULATE...**

Gemini Technology customised a solution around the bank's shared storage and virtualisation needs. An implement-it and forget-it system that requires no further outlay in the first 12-18 months, following the initial capital investment.

It is a solution that offers a holistic overview of the bank's operating and business infrastructure and replaces a recently installed but already dated system that drained IT staff resources, adversely impacting on work output and required continued spends on backup hardware.

## **...BUT GET VALUE FOR MONEY**

*"HSBC initially spoke to us about a small storage project, but when we sat down and completed a full needs analysis we identified that we could save them real time and money and deliver a better TCO by incorporating additional technologies into the project and delivering a much faster ROI",* says Jonathan Browne CEO, Gemini Technology

While working with HSBC, Gemini Technology routinely engages in meetings before any sale is made and long after the sale has been confirmed. As standard, the team will oversee the entire project to guarantee that the project is developed and implemented correctly. This hand-holding ensures that HSBC is not left entirely to its own devices on a technically complex pathway.

## **A PERSONAL TOUCH**

Gemini Technology prides itself on the informal relationships it fosters with its clients through the cultivation of an approachable environment from the top down.

HSBC and Gemini Technology have enjoyed socialising at rugby matches and if he's passing, Jonathan may pop in for a coffee, just to check on everything. *"I'm confident he is not investigating a sales opportunity, but has a genuine personal interest in people",* Declan Cummins, IT Manager.

