

IT Infrastructure Modernization for Deutsche Bank – Case Study

IMPACT

The long-standing partnership between Deutsche Bank and COMnet Solutions has significantly strengthened the bank's IT infrastructure and operations over a 15-year period. Key outcomes include:

- **Scalable Endpoint Management:** Over 40,000 endpoints supported across 25 facilities.
- **Optimized IT Operations:** 84 dedicated IT professionals deployed across all sites for seamless technology support.
- **Reliable Onsite & Remote Support:** COMnet's hybrid support model enhanced responsiveness and operational continuity.
- **Future-Ready Infrastructure:** Progressive implementation of modern IT solutions in line with evolving enterprise needs.
- **Improved Security & Compliance:** Deployment of robust security applications and risk mitigation frameworks across all systems.

MAJOR ISSUES

Deutsche Bank was facing critical operational challenges due to outdated IT infrastructure and lack of centralized control:

- **Aging IT Assets:** Legacy systems were unable to handle expanding data workloads and modern software demands.
- **Fragmented IT Management:** Lack of integrated inventory and resource management made scaling inefficient.
- **Insufficient Support Coverage:** Limited support models caused delays in issue resolution across locations.
- **High Endpoint Volume:** Managing 40,000+ endpoints required a structured and automated approach.
- **Complex Compliance Requirements:** Regulatory standards required more stringent data protection and reporting mechanisms.



HIGHLIGHTS

Proposed Solution

COMnet Solutions deployed an integrated service framework including:

- **End-to-End Hardware Supply & Implementation**
- **Inventory and Resource Management Systems**
- **Onsite Support via OEM and COMnet Teams**
- **Advanced Network Management**
- **Network Security Applications**
- **Data Center Support Services**
- **Risk and Compliance Frameworks**
- **Project and Business Management Integration**

Use Cases Addressed

- Centralized management and monitoring of 40,000+ endpoints
- Streamlined IT staffing across 25 facilities with 84 professionals
- Seamless integration of support services between OEM and internal systems
- Enforced security policies and access control across all layers
- Efficient management of inventory and IT assets
- Continuous alignment of IT operations with business objectives

ARCHITECTURE AND DEPLOYMENT SCOPE

- **Multi-location Coverage:** Services deployed across 25 operational facilities.
- **Hybrid Support Model:** Onsite and remote support customized to site criticality.
- **Future-ready Planning:** Infrastructure scaled to support upcoming technologies and compliance mandates.
- **Centralized Oversight:** Unified management of IT operations, inventory, and staff from a central command.
- **Custom Segmentation:** IT architecture built to accommodate business units and departments securely and independently.

KEY STRATEGIES

- **Long-Term Partnership Approach:** A 15-year ongoing engagement allowed COMnet to evolve with the client's growing IT demands.
- **Dedicated Workforce Allocation:** Deploying 84 trained IT professionals ensured zero downtime and rapid issue response.
- **End-to-End Management:** COMnet handled everything from hardware procurement to compliance audits.
- **Security and Risk Control:** Implementation of enterprise-level security tools and risk management frameworks.
- **Business-Centric IT Planning:** All IT strategies aligned with Deutsche Bank's global technology roadmap.