

2014 Awards of Excellence Winner



Business Service Management

Matt Merchant, GE Capital

Discover, map, and optimize assets to streamline global data centers, speed audits, slash costs

Business Service Management

Service and Portfolio Management

HP Software Professional Services

High-level overview: Using HP, GE Capital has realized the following benefits:

- Save \$8 million annually through data center consolidation
- Save \$400,000 annually by eliminating custom asset management applications
- Streamline Discovery, Mapping, Capacity (DMC): 97% of assets discovered on a daily basis (16,000 servers); 100% of critical applications mapped; 15% reduction in capacity based on utilization
- Streamline and speed audit response
- Federate solution across 45 global data centers

Company: GE Capital is the financial services unit of the American conglomerate General Electric. GE Capital provides commercial lending and leasing, as well as a range of financial services.

Contact: Matt Merchant is Global Managing Director of Infrastructure Operations at GE Capital.

Business goals: GE Capital had three main business drivers: cost reduction, streamlining audit response, and managing software licenses. These in turn drove three key IT challenges: data center simplification, asset management, capacity management.

HP Software products implemented: HP Discovery and Dependency Mapping and HP Universal Configuration Management Database (UCMDB), with HP Professional Services doing

installation. The solution is for a Discovery, Mapping, Capacity (DMC) initiative to discover assets, map applications to underlying assets, and optimizing asset utilization. The function of the HP Software is twofold: 1. On a daily basis, in an automated fashion, to discover and interrogate 16,000 servers in GE Capital's federated data center environment; 2. To map critical applications to those servers. GE Capital's innovations stemmed from its need to install the software not only on the servers it owns and maintains, but also on those owned and managed by external data center service providers and to federate the solution across 45 data centers in 16 countries.

Benefits: GE Capital's desired outcomes include: 97% of assets discovered on a daily basis; 100% of critical applications mapped into the GE Capital environment; 15% reduction in capacity based on utilization—eliminating costs related to under-utilization. It sought to reduce the amount of time spent researching and identifying assets in the environment, particularly during audits. Data center simplification is leading to substantial cost reductions. GE Capital projects annual cost savings of \$8 million through data center consolidation. It is eliminating one U.S. data center, and consolidating data centers in France, the UK, the Netherlands, and Germany into the HP ES data center in Stockholm, Sweden. Eliminating the set of custom applications run today to do asset management will save another \$400,000 annually.



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