

# A financial services company manages hyper-growth with predictable costs

As a global financial services leader focused on growth, Trintech needed a technology partner that could provide a predictable cost structure, unbelievable performance, and new levels of reliability.



## Business needs

Trintech turned to Dell Technologies and Dell APEX Flex on Demand to gain predictable—and reduced—IT costs for a five-year technology plan while enabling multi-cloud capabilities. In addition, Trintech engaged Dell Technologies to stand up, migrate and run their PowerMax infrastructure globally.

## Business results

-  Achieved pre-provisioning and predictable costs for five years.
-  Realized 50% cost savings over the previously managed services.
-  Generated 30X improvement in customer-facing application performance.
-  Gained 20-to-1 data reduction ratios, 5 millisecond response times for all relational database workloads.
-  Achieved 100% compliance with managed backup SLAs.
-  Enabled 20% reduction in managed services backup failures.
-  Met critical timelines to set up new data centers without business disruptions and with minimal time invested.

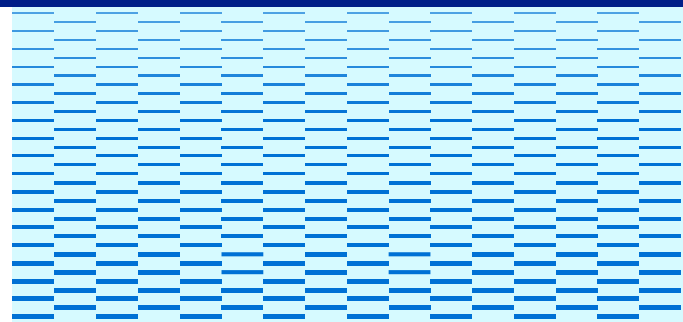
## Solutions at a glance

- [Dell APEX Flex on Demand](#)
- [Dell PowerMax](#)
- [Dell ProSupport Plus](#)
- [VMware Cloud Foundation on VxRail](#)



**Dell PowerMax will continue to provide us with the performance we need as we grow 20-30% per year. With Dell APEX Flex on Demand, we can pre-provision the capacity we need for the next five years, paying for whatever we need, as we consume it.**

**Matthew Bertram,**  
VP of Technology, Trintech



Trintech is an award-winning cloud-based software company founded in Dublin, Ireland that serves customers around the world. As a SaaS provider, Trintech and its software automate reconciliation and financial close processes for financial and accounting professionals. The company has processed more than \$2.3B in transactions since its inception 35+ years ago. Trintech customers trust the company with their most vital data, elevating the need for the highest quality of service, cyber security and resilient solutions to remain exceptional, even as the company experiences rapid growth.

With a small IT staff and limited budget, Trintech knew that reliability, scalability and predictable costs were key to delivering high-quality service to its customers and future—something its then-IT service provider could not do. After evaluating multiple technology providers, Trintech found that Dell APEX Flex on Demand coupled with VxRail, PowerMax and ProSupport Plus managed services was the right solution to meet its needs.

“We know that PowerMax will continue to provide us with the performance we need as we grow 20-30% year over year,” says Matthew Bertram, VP of Technology at Trintech. “And with Dell APEX Flex on Demand, we’ve been able to pre-provision the capacity we need for the next five years, paying for whatever we need, as we consume it.”

The result is a highly secure, multi-cloud, environment operating globally and enabling financial savings, ease of use, scalability and consumption-based billing.

## Technology that scales with a growing global business

Trintech is headquartered in Dallas, Texas, and provides financial solutions to more than 4,200 customers in 100 different countries. The company operates with a lean staff so it was important to partner with a technology company that could provide consistent speed, service quality and the expertise to meet regulatory requirements, regardless of location – and to do this without heavy oversight from Trintech.

“With Dell APEX Flex on Demand, we’re able to manage eight global data centers with a total of five infrastructure staff. Most of the workload for the staff is automated by the tools and managed services that Dell APEX Flex on Demand provides. We have about 30 production support staff supporting single-tenant solutions for thousands of global customers,” explained Bertram. “Being able to leverage Dell ProSupport Plus managed services allows us to focus on the core aspects of our application and growth and not worry about the infrastructure. Plus, we know that Dell APEX Flex on Demand will provide capacity at scale and at a cost that is both predictable and great.”

During the last four years, Trintech has experienced incredible growth, necessitating new data center expansions within weeks or months rather than years. “Dell ProSupport Plus ensured that we were able to meet critical business timelines to set up new data centers without delay,” said Bertram. “We were able to deploy these services quickly without disruption to existing business priorities and with minimal time invested from current staff.”

Automated workflows at the company’s global data centers have enabled ongoing and proactive maintenance of their VMware Cloud Foundation (VCF) infrastructure, rather than scheduled or reactionary upgrades. “We can deploy new customer sites within minutes to manage the thousands of single-tenant customer sites. Dell VxRail provides a level of automation and enhanced workflows that we couldn’t get with any other provider,” said Bertram. “Things like full cluster upgrades for VCF are fully automated, meaning that we can perform routine patching on a monthly schedule rather than planned upgrades on an annual schedule.”



**We’re sure that other customers would benefit from the level of customization that Dell was able to provide.**

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VP of Technology, Trintech

## Reliable performance that consistently exceeds expectations

Trintech relies on a multi-cloud approach to run its business; success requires a consistently high-performing and reliable private cloud environment. Dell APEX Flex on Demand with PowerMax was exactly the solution Trintech needed. With Dell solutions, Trintech gained highly customized technology delivered at about a third of the cost of hyperscalers, and 50% of the company’s previous managed service provider. Moreover, the performance and reliability the company has achieved in these environments far exceed what it could get in the public cloud.

As Trintech has grown and onboarded more enterprise customers, expectations for storage performance have also increased. “Trintech deployed PowerMax for our most demanding customer workloads,” explained Bertram. “We found it to be the gold standard for block storage, including SQL transactional workloads. We know that no other platform could provide the levels of availability and performance that were required for these workloads.”

Trintech has seen more than a 30-fold improvement in application performance, including those impacting its largest customers. "Dell PowerMax provides 20-to-1 data reduction ratios for data that supports our customer-facing SAS environments," explained Bertram. "We now see five millisecond response times for all relational database workloads and 100% compliance with managed backup SLAs."

Reliability was also a key requirement for Trintech – especially in its managed services business. The company's previous managed service provider experienced periodic backup failures. Since partnering with Dell, Trintech's uptime has greatly improved. "In our time with Dell, we've seen a 20% reduction in managed backup failures. We have backup availability numbers in the range of four nines to five nines," said Bertram.

**"Dell PowerMax provides 20-to-1 data reduction ratios with five millisecond workload response times and 100% compliance with managed backup SLAs."**

**Matthew Bertram,**  
VP of Technology, Trintech

## A predictable cost model enables a better financial strategy

One of the pillars of Trintech's financial strategy is responsible growth with a predictable cost model. During the evaluation process, the Dell APEX Flex on Demand team was able to provide a data-backed five-year cost projection – something none of the other technology providers were able to do. "We were able to pre-provision all of the hardware and managed services we need for the next five years of growth; reducing risk associated with things like supply chain delays and hardware adds year over year," explained Bertram. "Dell APEX Flex on Demand ensures that we know how much we're going to pay for any additional hardware and software we consume. It creates a hyperscaler-like experience within a private cloud data center - with all data under our care, custody, and control."

The Dell APEX Flex on Demand model ensures that Trintech knows what its costs will be if they grow faster than anticipated. And they can rest assured that storage capacity is already in place to support that growth. On the flip side, if growth is slower than anticipated, they know that their operating costs will not continue to grow until they have the revenue needed to offset the costs.

Teams from Trintech and Dell Financial Services worked closely together to find the best business outcome that was aligned with the company's growth strategy. They were able to create a flexible payment model that included CapEx, OpEx, and a combination of payment deferrals that were key to maximizing Trintech's profitability and growth over the next five years.

## Data security and peace of mind

As a financial service provider handling extremely sensitive information, Trintech's go-to-market strategy has always been centered around protecting its customers' data. The company's technology partner needed to provide the highest levels of data protection and embody the same security-first values. Dell was the perfect fit in terms of solutions and for its already-established reputation as a security leader among Trintech's customers.

"We knew we needed private cloud solutions," explained Bertram. "We knew we needed solutions that were highly bespoke and highly performant. And we knew that Dell APEX Flex on Demand could deliver. Being able to leverage technology like PowerMax gives us a level of security and data isolation that is unmatched. We're providing the same storage solutions that our largest enterprise customers and the largest global banks use internally."

**"Trintech deployed PowerMax for our most demanding customer workloads. It's the gold standard for block storage, including SQL transactional workloads. No other platform could provide the levels of availability and performance."**

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Overall, Trintech has been incredibly happy with its partnership with Dell Technologies thanks to the levels of reliable performance, predictable costs, and data protection provided. Trintech has also found immense value in how the team at Dell worked to get to know its business and provided a customized solution to meet its needs. “Dell APEX Flex on Demand and Dell ProSupport Plus have provided a business outcome that is highly tailored to our unique needs as a global SaaS provider,” said Bertram. “We know that the hyperscale-like consumption model will continue to be key to our growth over the next five years. We’re sure that other customers would benefit from the level of customization that Dell was able to provide.”

“ **We know that Dell APEX Flex on Demand’ hyperscale-like consumption model will be key to our growth over the next five years.**”

**Matthew Bertram,**  
VP of Technology, Trintech

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