TRANSUNION MODERNIZES I.T. ENVIRONMENT WITH RED HAT
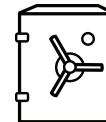
TransUnion tu®

TransUnion, a leading global risk and information solutions provider, launched Project Spark to migrate its applications and systems from mainframe computers to a Red Hat operating environment. With the new infrastructure — based on Red Hat Enterprise Linux, Red Hat JBoss Middleware, and other Red Hat products — TransUnion achieved faster time to market, greater competitive advantage, improved employee satisfaction, and significant operational cost savings.

SOFTWARE AND SERVICES

Red Hat® Enterprise Linux®

Red Hat Satellite

Red Hat JBoss® Enterprise Application Platform

Red Hat JBoss Web Server

HARDWARE

Industry-standard x86 servers

Chicago, IL ●

HEADQUARTERS

FINANCIAL SERVICES

4,100 EMPLOYEES

"*Retiring our legacy technologies and mainframe as part of Project Spark was a challenging but important strategy. We knew that fully embracing an open system environment was the best way to achieve success and rapid innovation.*"

CHAD FETZER
MANAGER, OPEN SYSTEMS ENGINEERING
TRANSUNION

BENEFITS

• Significantly reduced operational expenses

• Improved application recovery and availability

• Increased competitive advantage with new capabilities and faster time to market

• Achieved higher IT employee satisfaction with culture shift to agile development

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MODERNIZING I.T. TO EXPAND BUSINESS

TransUnion is a leading global provider of risk and information solutions for 65,000 businesses and 55 million consumers. In 2012, the company began to transform from a traditional credit bureau to a leading global risk and information solutions provider. To complete this evolution, TransUnion sought to use massive amounts of data to create products and services that help its customers make more informed decisions and improve their financial health.

TransUnion's transformation focuses on three key areas—operating model, technology, and infrastructure—to achieve significant cost-effective scalability and improve customer experiences across its business units. To support this model, TransUnion launched Project Spark. The project included several target outcomes and infrastructure improvements, such as:

- Linking data assets from core systems to other big data platforms.
- Consolidating datacenters to reduce costs and administrative effort.
- Automating infrastructure management and resource provisioning.
- Improving application availability and disaster recovery time.
- Centralizing skills to launch core solutions to global locations and acquired companies quickly and easily.

"Retiring our legacy technologies and mainframe as part of Project Spark was a challenging but important strategy," said Chad Fetzer, manager of open systems engineering at TransUnion. "We knew that fully embracing an open system environment was the best way to achieve success and support rapid innovation."

MIGRATING TO AN OPEN SOURCE ENVIRONMENT

TransUnion was an early adopter of Red Hat Enterprise Linux and had continued to expand its use of the operating system.

"As we refreshed and expanded our applications, we brought more and more of them onto the Red Hat platform," said Mark Rylko, senior director of technical infrastructure and support at TransUnion.

As a result of its continued success with Red Hat Enterprise Linux, the company decided to migrate from other proprietary solutions to several additional Red Hat products. Red Hat JBoss Enterprise Application Platform, a fully certified Java™ Platform, Enterprise Edition (Java EE) 6 container, includes everything needed to build, run, deploy, and manage Java applications. Red Hat JBoss Web Server simplifies development and management of open source-based web application environments with certified, production-ready versions of Apache Web Server, Apache Tomcat, and common connectors.

In addition, the company decided to deploy Red Hat Satellite to simplify and standardize management. Red Hat Satellite provides automation that would be critical to increasing agility while reducing effort and generates compliance metrics during routine auditing.

"Red Hat is an exceedingly strong partner, and it was an easy decision to maintain the partnership as we moved forward with Project Spark," says Michael Catuara, director of distributed systems at TransUnion.

After choosing these additional Red Hat solutions, TransUnion successfully migrated its systems from physical mainframe computers to its new infrastructure.

UNPLUGGING THE MAINFRAME IMPROVES COSTS AND PERFORMANCE

SIGNIFICANTLY REDUCED OPERATING EXPENSES

The Red Hat solution has helped TransUnion consolidate its datacenters from 16 to 7, despite acquiring new companies with datacenters. Decreasing its number of datacenters, as well as decommissioning its mainframe hardware, helps TransUnion's teams focus on enhancing and developing new solutions for its customers.

In addition to reducing hardware costs, migrating to Red Hat solutions helped TransUnion reduce software support costs. The company has canceled a third-party disaster recovery contract and instead takes advantage of the comprehensive expert support included with its Red Hat subscriptions. In addition, Red Hat subscriptions offer access to the Red Hat Customer Portal for product documentation and other resources at no additional charge, making support more cost-effective.

As a result of reducing its hardware, software, and support costs by migrating from a mainframe environment to a Red Hat infrastructure, TransUnion achieved significant cost savings over a three-year period.

IMPROVED APPLICATION AVAILABILITY AND RECOVERY

In the past, TransUnion relied on a third-party service for disaster recovery, but this service only supported around 70% of TransUnion's applications. By migrating to a Red Hat infrastructure, the company can now restore and recover its core applications within minutes if an issue or disaster occurs.

In addition, TransUnion has improved the availability of its applications to consistently outperform service-level agreements (SLAs) with its customers. "We have goals to improve our quality and availability every year," said Rylko. "We've not only met those goals, but exceeded them."

SUPPORT FOR AGILE DEVELOPMENT

With Project Spark, supported by Red Hat infrastructure solutions, TransUnion's IT department made a significant culture shift to adopt agile development practices. This shift supports more collaborative work and innovative development methods.

As a result, TransUnion employee surveys show that satisfaction has improved three-fold, compared to the period before Project Spark launched.

"Today, we have a culture that is fun and productive, where people are encouraged to make calculated risks," said Rylko. "Our cultural transformation is just as important as our technical shift, and the combination of both has helped us improve employee engagement and attract leading, skilled talent."

GREATER COMPETITIVE ADVANTAGE

In addition to improving data management, TransUnion needed to gain better insight into its data. With traditional mainframes supporting its core applications, the company could not match and link data between its Hadoop big data analytics platform and its mainframe-based systems. With its applications now running in the Red Hat operating environment, TransUnion has gained this capability.

"This ability to better connect our systems helped us create the foundation of our new IT organization and provides a huge competitive advantage," said Mike Lombardi, senior architect for Technical Infrastructure and Support. "We can develop new, revenue-generating services like Prama, an innovative analytics environment that helps financial institutions gain actionable insights."

> "*With a Red Hat infrastructure running on commodity x86 servers, it's much easier, quicker, and cost-effective to roll out our products globally."*
>
> **MICHAEL CATUARA**
> DIRECTOR OF DISTRIBUTED SYSTEMS
> TRANSUNION

Migration to the new Red Hat operating environment and agile development practices has helped TransUnion achieve a faster delivery cycle for new products. The company can now use automation to provision a new server within minutes and quickly deploy its applications globally as it expands to new markets or acquires companies.

"With the Red Hat infrastructure running on commodity x86 servers, it's much easier, quicker, and cost-effective to roll out our products globally," said Catuara.

EXPANDING INNOVATION TO NEW MARKETS

After completing Project Spark, TransUnion is rolling out its core applications, analytics platform, and new Red Hat operating environment globally—including standardizing on a common technology set.

"We've created a playbook for mergers and acquisitions, so we can quickly assess a new organization's IT operation and align it with our procedures, environment, and applications," said Rylko.

Open source technologies play a major role in TransUnion's vision of the future. In addition to its current Red Hat solutions, the company is evaluating Red Hat Cloud Suite, an Infrastructure-as-a-Service (IaaS) offering, for moving to the cloud and developing container-based applications.
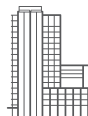
"Our Red Hat operating environment frees us to focus far less on our infrastructure and spend more time innovating and delivering new products that improve our customer experience," said Catuara.

ABOUT TRANSUNION

TransUnion is a leading global risk and information solutions provider to businesses and consumers. The company provides consumer reports, risk scores, analytical services, and decisioning capabilities to businesses. Businesses embed its solutions into their process workflows to acquire new customers, assess consumer ability to pay for services, identify cross-selling opportunities, measure and manage debt portfolio risk, collect debt, verify consumer identities, and investigate potential fraud.

ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.

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