

Case study

Vertex Financial Services simplifies application delivery and strengthens security with NetScaler

Overview

For Vertex Financial Services*, application performance and security were equally critical.

Thousands of employees—and millions of customer transactions—depended on banking applications that had to remain fast, available and protected around the clock. But managing separate application delivery and web application firewall platforms was becoming increasingly complex.

When a security audit uncovered visibility gaps between the organization's ADC and WAF environments, and software renewals arrived 40% over budget, the infrastructure team realized it was time for a different approach.

Working with Arrow, Vertex consolidated both platforms onto **NetScaler**, creating a single solution for application delivery and security.

The result was a simpler architecture, stronger operational visibility, improved application performance and a **38% reduction in combined licensing and operational costs**—all without disrupting customer-facing banking services.

The challenge

In financial services, every second counts. Customers expect secure, uninterrupted access to online banking, loan applications and payment services, while regulators expect organizations to maintain strict security controls and comprehensive audit trails.

Vertex Financial Services had invested heavily in both application delivery and application security over the years. Its environment relied on **F5 BIG-IP** for application delivery and a separate **Imperva** deployment for web application firewall protection.

While both technologies performed their individual functions, operating them independently introduced growing operational challenges. Security events were logged in separate consoles. Infrastructure teams had limited visibility across the entire application delivery path. Troubleshooting required engineers to move between multiple management tools before determining whether a performance issue, networking problem or security event was responsible.

Then came the annual renewal.

Combined licensing costs increased by **40%**, putting additional pressure on an already constrained infrastructure budget.

The Head of Network Infrastructure needed a solution that could:

- Simplify application delivery and security management
- Improve operational visibility
- Reduce licensing costs
- Maintain compliance with financial regulations
- Avoid disrupting always-on banking services during migration

Rather than replacing one product with another, Vertex wanted to simplify the entire architecture.



The solution

Arrow began the engagement with a comprehensive assessment of Vertex's application delivery and security environment. The review identified unnecessary operational complexity created by maintaining separate ADC and WAF platforms and highlighted opportunities to consolidate functionality while improving visibility.

Arrow recommended **NetScaler** as a unified platform capable of delivering both application delivery and security services from a single architecture.

Assessment and design

Working alongside Vertex's infrastructure and security teams, Arrow developed a migration strategy focused on minimizing risk while maintaining service availability.

The design consolidated application delivery, load balancing and web application firewall capabilities into a single NetScaler deployment while preserving the organization's existing security policies and compliance requirements.

Parallel deployment

Rather than replacing the existing environment all at once, Arrow implemented NetScaler alongside the legacy infrastructure.

This allowed the team to validate application behavior, monitor traffic and fine-tune policies before redirecting production workloads. Extensive testing confirmed that application performance, availability and security requirements were fully met before migration.

Controlled cutover

The final migration took place during a scheduled maintenance window. Arrow coordinated the transition from the legacy F5 and Imperva platforms to NetScaler with no interruption to customer-facing banking applications.

By consolidating application delivery and security into NetScaler's **one-pass architecture**, Vertex eliminated the operational disconnect between two separate platforms while simplifying ongoing management.

The results

The migration produced measurable improvements across cost, operations, security and application performance.

38% lower application delivery and security costs

Consolidating multiple platforms significantly reduced licensing and operational expenses while simplifying vendor management.

Faster incident investigation

With application delivery and security events visible through a unified management experience, the infrastructure team reduced incident investigation time by **60%**.

Engineers no longer needed to correlate information across separate platforms before identifying the root cause of an issue.

Improved application performance

Customer-facing banking portals experienced a **22% improvement in application latency**, helping deliver a faster digital experience for both retail and commercial banking customers.

Stronger compliance posture

Following deployment, Vertex completed its post-migration security review with **zero compliance gaps**, providing confidence that the new platform continued to meet the organization's regulatory requirements.

Results at a glance

38%

Reduction in combined ADC and WAF licensing and operational costs

60%

Faster incident investigation

22%

Improvement in application latency

Zero

Compliance gaps identified during post-migration review

One

Unified platform with a single Arrow support contract

Why NetScaler

Vertex selected NetScaler because it addressed application delivery and security together rather than treating them as separate challenges.

Key capabilities included:

- Integrated application delivery and web application firewall functionality
- One-pass architecture for application delivery and security processing
- Advanced load balancing
- SSL/TLS offload
- API security and web application protection
- Global server load balancing (GSLB)
- Centralized management across hybrid environments
- Support for highly regulated financial services workloads

The consolidated architecture reduced operational complexity while giving infrastructure and security teams a unified view of application health and protection.

The Arrow advantage

Technology consolidation is about more than replacing products—it requires careful planning, coordination and technical expertise.

Arrow supported Vertex throughout every stage of the project by providing:

- ADC and WAF consolidation assessment
- Architecture and migration planning
- Parallel deployment and validation
- Policy migration and optimization
- Licensing guidance
- Regional technical expertise
- Ongoing post-deployment support

With a single partner overseeing both implementation and commercial planning, Vertex was able to simplify its infrastructure while reducing operational risk.

Looking ahead

Today, Vertex Financial Services manages application delivery and security through a single platform designed for the demands of modern financial services. With lower operating costs, improved application performance and stronger operational visibility, the organization is better positioned to support future digital banking initiatives while maintaining the resilience and compliance its customers expect.

Ready to simplify application delivery and security?

If you're managing separate ADC and WAF platforms—or looking to improve application performance without increasing complexity—Arrow can help you evaluate your environment and develop a consolidation strategy with NetScaler.



* This solution scenario depicts a composite, illustrative scenario based on challenges and outcomes commonly experienced by organizations in financial services. "Vertex Financial Services" is a representative example and does not depict an actual Arrow Electronics or Citrix customer, and any resemblance to a real organization is coincidental. Metrics, results, and quotations presented reflect realistic, achievable outcomes based on NetScaler product capabilities, publicly available industry data, and typical deployment patterns for organizations of this size and profile. They are not derived from a verified customer engagement. This content is intended to illustrate how NetScaler can address common business and technical challenges, not to represent a specific, named deployment.