

Case Study: Global Financial Institution



INDUSTRY

- Diversified Financial Services

CHALLENGES

- Outdated legacy event manager is instable due to infrequent product updates
- Legacy event manager can't integrate with evolving cloud infrastructure
- Inefficient and costly existing event and incident management processes

BUSINESS IMPACT

- Earlier detection of potential service impacts
- Reduce number of actionable alerts to handle
- Substantial cost savings in tools and productivity
- Better collaboration across teams, faster MTTR
- Faster implementation of client-driven requests

DATA SOURCES

- Applications, database, OSes
- Hybrid cloud infrastructure
- Physical and virtual hosting infrastructure
- Network (firewalls, proxies, switches)
- Storage (SAN, NAS)

“Incident.MOOG’s flexibility to evolve and adapt quickly to our growing cloud infrastructure has allowed our service-aligned operations teams to restore services faster without having to change existing processes or organization.”

- VP, Global Data Center Operations

Business Overview:

This bank provides diversified financial services to more than 16 million clients and has operations in over 40 countries. Based on market capitalization, it is one of the largest banks in the world. In North America alone, this bank is one of the leading providers of personal and commercial banking, wealth management services, insurance, investor services and capital market products and services on a global basis.

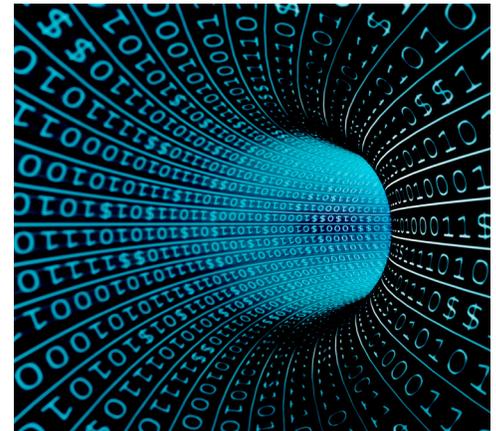
Key Challenges:

As a strategic initiative to increase its global competitiveness and reduce costs by hundreds of millions of dollars over the next several years, the bank is embarking on a major IT modernization project. A key part of this transformation is the migration to software-defined infrastructures inspired by large Web companies, with the goal of creating a shared, cloud-enabled environment that business units can readily access.

To continue to deliver high quality service within a new cloud-based environment, the bank had to rethink its IT operational management (ITOM) tool architecture. The core element was the Manager of Managers (MoM) platform used by the bank’s Ops team to monitor incidents in real-time across the entire environment. Unfortunately, the bank’s legacy vendor and platform, IBM Netcool, simply couldn’t meet the requirements to support the new environment.

When the bank tried to apply Netcool to the new cloud architecture, the tool exhibited limitations as it struggled to monitor and keep pace with the dynamic, software-defined infrastructures. Inflexibility was also a big concern. “There was a clear lack of flexibility with Netcool to integrate with our rapidly evolving infrastructure,” said the bank’s VP of Global Data Center Operations. “Netcool was also limited in how it could manage and present its data, which constrained how we wanted to improve our overall processes and organization.”

Furthermore, the bank was frustrated with how slow IBM responded to their product requirements. “We were treated like a number by IBM, as our feature requests were ignored,” continued the VP of Operations. “We need to move forward quickly, and we weren’t going to get held back by an incumbent vendor that just wanted to lock us in.”



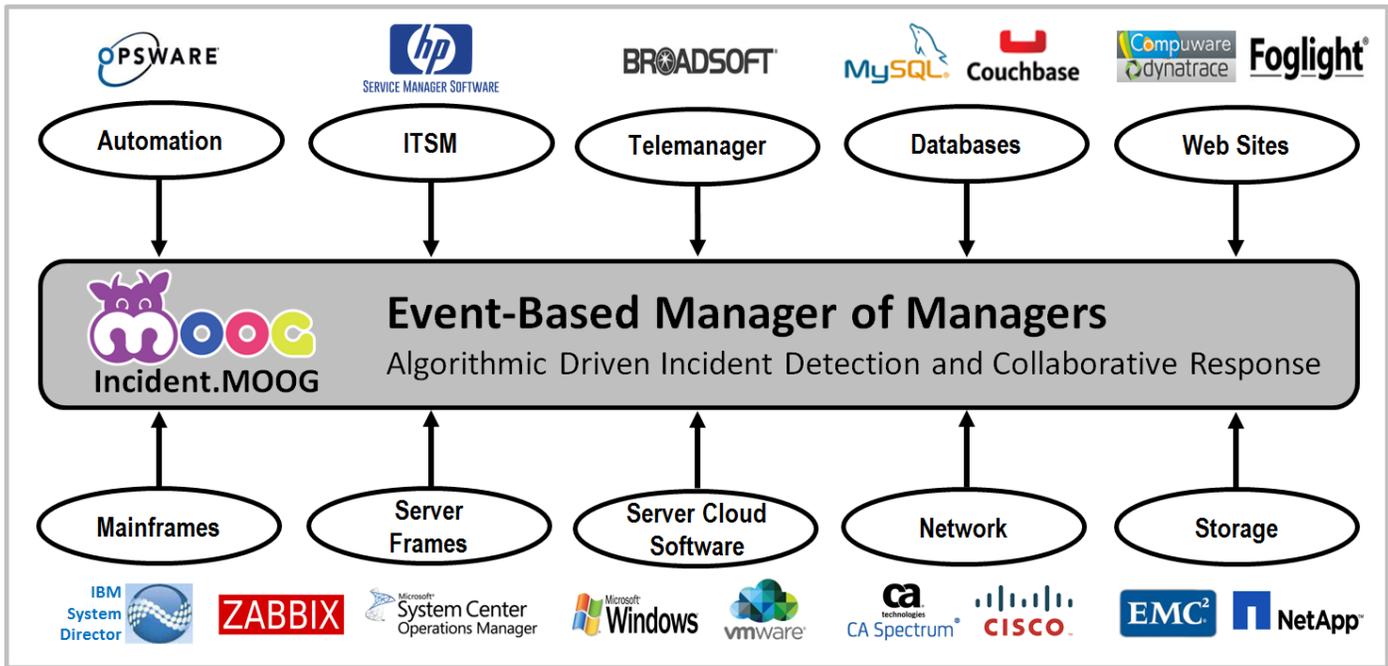
Moogsoft Solution:

After evaluating several possible MoM options, the bank chose Incident.MOOG for their Global Command Center. During the pilot, in side-by-side comparison with Netcool, it was clear that Incident.MOOG provided them with the visibility and flexibility that Netcool lacked. For example, when a VMware cluster crashed, Incident.MOOG identified the whole sequence as a single Situation, grouping together all the related events, and depicting what was affected by the failure. Netcool could not relate the events together. Likewise, Incident.MOOG was able to correlate a whole sequence of events into a single Situation when a NAS head went down in the pilot environment. Again, Netcool simply could not make the connection.

Beyond these pilot results, the bank was also impressed with Moogsoft’s nimble support team. “We loved how quickly Moogsoft responded to our unique needs,” commented the bank’s Director of Technology & Operations. “They didn’t bring an army of support staff like IBM had to do. The Moogsoft team was very knowledgeable and always listened, planned, and efficiently performed the work to complete the pilots and follow-on deployments.”

Overall, Incident.MOOG’s agility and performance made it the ideal MoM solution for the bank’s global IT organization and the evolving requirements of its new cloud-enabled, shared environment. “Toolsets need to adapt to the way we want to work - not the other way around, dictating process and organization,” continued the bank’s VP of Operations. “Moogsoft’s Incident.MOOG demonstrated the flexibility and adaptability we required.”

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Breakthrough #1: Correlated view of alert relationships restores services faster

When the bank’s IT environment was static and less virtualized, the Ops teams could maintain the rules and models Netcool required to filter events, aggregate alerts, and assess impact of faults. Netcool, however, is a 20+ year-old technology with a limited feature set, inflexible, and high maintenance costs – making it obsolete in dynamic, software-define environments. Incident.MOOG overcame all of these limitations with its machine-learning, algorithmic approach – clustering related events and alerts into single Situations. This advanced approach allowed the bank to significantly reduce the number of actionable alerts its Ops teams have to handle, and detect incidents much earlier. Furthermore, Incident.MOOG’s virtual war room UI – its Situation Rooms – allowed the bank’s Ops teams to collaborate better and restore services faster.

Breakthrough #2: Tool flexibility accelerates operational improvements

Netcool’s outdated features hampered the bank’s ability to adapt to IT environment changes and adjust organization process. Its rule-centric approach and data presentation limitations were holding the bank back. Incident.MOOG, however, removed the dependence on rules, and was very open with how its

data could be managed. These enhancements immediately allowed the bank to deploy the customizations and process it required. “Incident.MOOG has a modern software architecture and APIs at many levels, and this technology quickly adapted to the way our service teams wanted to use it,” added the bank’s Director of Technology and Operations. “Tools can often get in the way of organizations and their desired process, but this wasn’t the case with Moogsoft.”

Breakthrough #3: Agile response ensures continual product enhancements

Given the importance of the MoM in their new environment, the bank needed a true partner that could listen to their feature requests and deliver timely product enhancements. Prior to Moogsoft, IBM charged lofty maintenance fees for Netcool, then go years without feature enhancements. Moogsoft, on the other hand, is a hungry company that has invests heavily to further extend Incident.MOOG’s technical innovation. “It was a night and day difference in working with agile Moogsoft versus rigid IBM,” commented the bank’s VP of Operations. “Moogsoft’s pace and agility to respond to our needs is exceptional. We submitted at least 25 product enhancements and the Moogsoft team was able to complete all of them in a very timely fashion.” Moreover, the bank continues to participate in Moogsoft’s Client Advisor Program to formalize engagement with Moogsoft’s executive team and decision makers.

For more information, visit www.moogsoft.com.

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