Hewlett Packard Enterprise

Swiss Mobiliar enhances visibility to prove the business value of IT

Major Swiss insurer increases IT transparency with HPE Operations Bridge

Objective
Demonstrate the value of IT through increased visibility by collating and displaying important business and IT key performance indicators
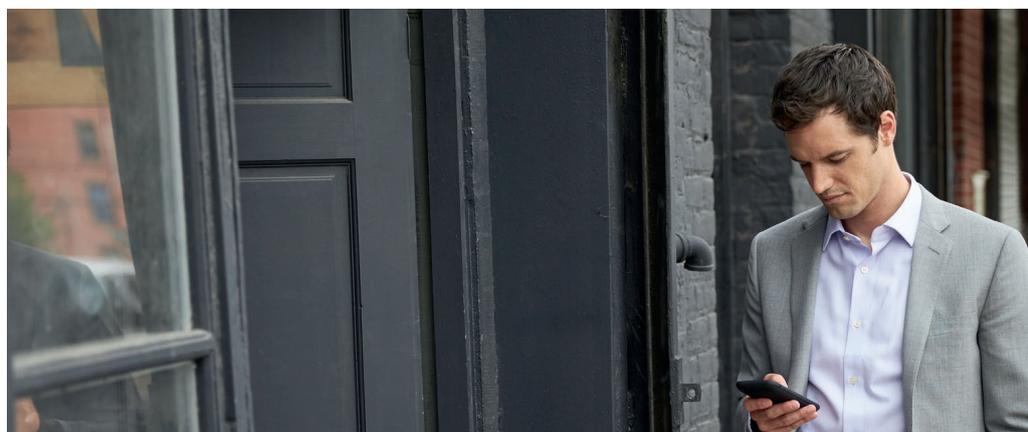
Approach
Called upon the experience of a well-established strategic partner to develop a business value dashboard

IT Matters
- Creates a mature monitoring reference architecture, supporting a business value dashboard

- Provides automated event reduction, root cause identification and business service modelling, generating valuable IT data

- Up to 300% increase in mean time to repair for service desk tickets

Business Matters
- Delivers real-time performance data to all employees, increasing IT visibility across the organisation

- Portrays IT as a business enabler, changing directors' perception to a budget-effective and business-savvy department with good communications

- Brings business intelligence to IT data, delivering near real-time displays of business and IT KPIs

- Supports new business initiatives, creating an effective strategic partner across the business

Challenge

Demonstrating IT value through transparency
Senior executives are constantly asking IT professionals to cut costs, increase productivity and generate new ways to boost revenue and profit. Although many directors only view IT as a necessary partner, they frequently rate the department's budget effectiveness, business understanding and communication as low. IT managers are therefore under pressure to demonstrate the business value of their company's IT investment. To achieve this, IT departments require complete visibility into their costs and services to enhance transparency. This was the challenge faced by Swiss Mobiliar.

A complex IT infrastructure
Established in 1826, Swiss Mobiliar is the oldest private insurance company in Switzerland, providing property, business and life insurance for more than 1.7 million customers.

This leading mutual cooperative association operates from around 80 general agencies. This decentralised structure enables the business to deliver customer proximity and local competence.

To do this Swiss Mobiliar relies on a sophisticated IT infrastructure comprising 5,000 servers, 5,000 notebooks, 1,800 iPhones® and 300 iPads®. Business applications from IBM, Microsoft®, Oracle, SAP and Siebel as well as insurance industry specific applications and many home-grown mission-critical applications.

"Some senior managers simply perceived IT as a cost factor and nothing else. Before commencing our business value project, we only monitored the activities of our 80 larger agencies and produced a report every month. This level of monitoring and reporting couldn't demonstrate the business value of IT," explains Thomas Baumann, head of IT performance, Swiss Mobiliar.

Customer at a glance

Software
• HPE Operations Bridge Suite

• HPE Business Value Dashboard

• HPE Operations Bridge Reporter

"We needed to increase the visibility of our IT and change their perception to IT as a business enabler. We had to collate and display monitored IT information and important Key Performance Indicators (KPIs) from all locations in an attractive manner and very close to real-time," continues Baumann.

Swiss Mobiliar duly contacted Hewlett Packard Enterprise (HPE), a well-established strategic partner, to discuss the development of a business dashboard using HPE Business Value Dashboard (BVD) as part of the HPE Operations Bridge Suite.

Solution

Comprehensive monitoring reference architecture
The HPE Operations Bridge Suite is at the heart of a mature monitoring reference architecture, which comprises an application-driven monitoring layer, a service model-driven integration layer, a processing-driven automation layer and a role-user driven visualisation layer with a business value dashboard.

HPE Operations Bridge, a premier hybrid IT monitoring solution, provides automated event reduction, root cause identification and business service modelling in a single console while HPE BVD, another component of the suite, brings business intelligence to IT data by visualising important business and IT KPIs. Moreover, the HPE BVD and HPE Operations Bridge Reporter components combine to strengthen organisational alignment by providing near real-time displays of the KPIs.

Visibility for all
Typical business KPIs displayed by the dashboard include new business generated, total premium sums, current payments and growth in premium volumes. A large eye-catching map of Switzerland displays the IT status of every agency while IT KPIs relate to system availability and application speed.

"Employees can view the dashboard at several strategically positioned locations, in our newsroom or online," reveals Baumann.

Benefit

KPIs displayed in near real-time
"HPE Operations Bridge collects and combines all monitored IT information and delivers it to a single point in the HPE BVD," says Baumann. "The solution updates business and IT information from all 160 locations every few seconds and displays the data with a very short delay. This near real-time reporting of KPIs has increased senior managers' interest in IT significantly. IT now talks directly to board directors."

New business generator
Swiss Mobiliar has also experienced several additional benefits. The mean time to repair for tickets is now 200 to 300% faster, proactively resolving incidents in about 30 to 40 minutes. Increased transparency has released more time for IT innovation, adding further business value and easing the case for more IT resources. Moreover, senior managers now view IT as a strategic partner and they welcome its contribution to securing new business.

Senior managers also appreciate how the business value data generated by the dashboard has yielded different business viewpoints, introduced a more business-focussed attitude to IT operations and dramatically boosted system availability and user satisfaction.

"After introducing HPE Operations Bridge and HPE BVD, people have a completely different perception of what's happening across the company from a business and IT perspective," concludes Baumann.

Learn more at
hpe.com/software/operationsbridge

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