

Intesa Sanpaolo

Intesa Sanpaolo wanted to improve the clarity, comprehensiveness and consistency of its view of the business. This depended on creating a closer mapping between IT systems and the business services they support. The company implemented a business service management solution based on NetIQ® Operations Center. The solution provides a holistic view of IT operations and enhances collaboration between IT staff and the business.

Overview

One of Italy's largest banking corporations, Intesa Sanpaolo was founded in 2007 as a joint venture of Banca Intesa and Sanpaolo IMI and employs around 96,000 people.

Challenge

One of Italy's largest banks, Intesa Sanpaolo has built its success on offering secure and trusted service to millions of customers. The bank must ensure that customers have easy, reliable access to the services they require at all times—or risk losing out on valuable business.

Paolo Bonandin, Manager of Critical Services at Intesa Sanpaolo, said, "We were successfully delivering a high level of customer satisfaction. However, at times, when clients called our helpdesk to report service interruptions or transaction errors, we found it quite difficult and time-consuming to pinpoint the cause and this impacted our ability to immediately restore normal service levels."

"Operations Center gives us the tools we need to support the business proactively and safeguard the delivery of financial services."

PAOLO BONANDIN

Service Monitoring Manager
Intesa Sanpaolo

A typical business service at Intesa Sanpaolo may rely on dozens of different business processes, supported by a complex, interdependent web of IT systems.

This made it difficult to understand what impact an IT system failure or performance problem might have on the delivery of critical services—such as online and remote banking, intranet and CEO dashboards.

Solution

Looking to deploy a service-management solution, the bank ran a proof of concept (PoC) with several vendors.

The PoC required each vendor to create a dashboard with customised departmental views of service levels, and to set up an alert system that would automatically detect and classify any potential issues, and prioritise them for targeted action.

Bonandin said, "We selected the offering based on Operations Center and presented by Hogwart. Hogwart's consultants proved to have an extensive knowledge around service management, together with excellent technical expertise on the NetIQ platform. They understood very well our requirements and implemented a solution tailored to our needs."

"Operations Center works on two fronts: by aggregating data from monitoring systems, it helps business users to better understand the



INTESA SANPAOLO

At a Glance

■ Industry

Banking

■ Location

Italy

■ Challenge

The bank struggled to pinpoint the causes of system failures to critical customer services.

■ Solution

Use Operations Center to understand the real impact of IT faults on the business.

■ Results

- + Offered a more business-oriented view of the way IT operations can affect critical services
- + Created a clear mapping between IT systems and the business services
- + Offered better visibility into operations and greater control over service management
- + Delivered the ability to gain highly accurate information, which prevents false alarms and saves time

"Since implementing Operations Center, we have saved time in managing and activating alerts related to critical services."

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Service Monitoring Manager
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IT environment which supports critical services; and it enables IT staff to recognise the impact that a single system failure can have on service delivery to clients," he added. Operations Center enables Intesa Sanpaolo to map the IT infrastructure to the architecture of business services, enabling both IT and the business to understand the dependencies.

Previously, achieving an excellent standard in IT reliability would not necessarily translate into the optimal delivery of business services. For example, a relatively minor IT fault might have a major impact on banking services if the system in question happened to be a minor yet critical element in multiple business processes.

Operations Center provides an understanding of the real impact of IT faults on the business, enabling stronger links between IT and the business.

"How does the NetIQ solution help us to create this great synergy between IT and business? Simple: with the production of bespoke dashboards which deliver prioritised real-time alerts to each area of the company so that the relevant people receive alerts when potential issues occur," said Bonandin.

Results

Thanks to Operations Center and to Hogwart's consultancy services, Intesa Sanpaolo now has a more business-oriented view of the way IT operations can affect critical services.

By creating a clear mapping between IT systems and the business services they support, and by aggregating data from IT monitoring systems, the solution gives the bank better visibility into operations and greater control over service management, helping guarantee the smoother running of critical processes.

"Since implementing Operations Center, we have saved time in managing and activating alerts related to critical services. Equally, our different operating departments have improved their awareness and knowledge of the links between technology and service delivery," said Bonandin.

The IT team can easily and automatically differentiate between alerts with technical-only impact, and those which actually affect service delivery, helping to prioritise fixes and maintenance.

With Operations Center delivering highly accurate, timely information on the health of IT systems and the business services they support, Intesa Sanpaolo benefits from more reliable alerts and a reduction in the number of false positives, saving considerable time and effort for IT staff.

Bonandin said, "We are really impressed with the NetIQ solution, as it gives us the tools we need to support the business proactively and safeguard the delivery of financial services."



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