



Bank AlJazira sees the big picture by transforming IT monitoring

HPE BSM creates service-orientated architecture

Objective

Implement a single universal solution to monitor the bank's entire infrastructure, applications and business services to improve service levels, reduce risk and lower costs

Approach

Adopted a proactive strategy, liaised with several IT vendors and chose a supplier based on strict selection criteria

IT Matters

- Provides a centralised and fully integrated monitoring and management platform, enhancing visibility across the IT infrastructure, applications and business services
- Offers a single window for all alerts and real-time reporting, delivering a stable, end-to-end monitoring capability
- Automates inventory, real-time discovery and dependency mapping, accelerating incident, problem, change, asset and business service management

Business Matters

- Improves compliance and Service Level Agreements, supporting the bank's business strategy
- Identifies and resolves problems proactively in seconds rather than hours, enhancing IT operations and service delivery



Bank AlJazira, deploys HPE software products to monitor the IT infrastructure, applications and business services as part of a new business strategy. The centralised, fully-integrated monitoring and management solution proactively identifies and resolves issues, ensures adherence to Service Level Agreements and enhances service delivery and IT operations while improving compliance.

Challenge

New business approach

Bank AlJazira (BAJ), a service-oriented Saudi Financial Group, is one of the Kingdom's leading financial institutions. Based in Jeddah, this client-driven organisation emerged following restructuring, capitalisation and conversion from conventional to Shari'ah-compliant banking. This radically new business approach required extensive changes to the bank's infrastructure, technology, service offerings, legal environment and corporate values.

Today, services include personal, private, investment and corporate banking as well as treasury, brokerage and asset management to individuals, businesses and institutions via a multichannel environment. BAJ, which operates extensive branch and ATM networks, also offers credit card, online and telephone banking services.

“The highly stable and fully integrated software from Hewlett Packard Enterprise offers in-depth monitoring, excellent real-time reporting and robust drill-down capabilities. We really liked how this solution offers a single window for all alerts, supports custom-developed scripts and scales to satisfy our server, network and application needs.”

– Nayef Bardeesi, project manager, IT strategy and projects, Bank AlJazira

IT strategy

BAJ’s proactive business strategy involved significant IT investment including new switch technology to support a growing retail ATM network, a major core banking system upgrade and developing professional and effective applications. More recently, activities shifted to better infrastructure and business service monitoring tools.

“During earlier IT projects, a heterogeneous environment involving several disparate monitoring tools evolved across our infrastructure, processes, applications and services,” explains Nayef Bardeesi, project manager, IT strategy and projects, Bank AlJazira. “We therefore lacked visibility across the infrastructure and a proactive approach to problem identification and resolution. Our IT team spent far too much time and effort dealing with issues as members had to log into each system and use their own scripts. Problem resolution was reactive.”

In a forward thinking move to introduce a holistic approach to monitoring across the organisation while simultaneously establishing better management of Service Level Agreements, BAJ retired some monitoring tools. The bank then approached several enterprise vendors including Hewlett Packard Enterprise (HPE) for a comprehensive integrated monitoring solution. The business employed a standard vendor selection process to identify the strengths of each supplier.

HPE Gold Preferred Partner, Wipro Limited, was involved throughout the project’s design, sales and implementation stages with assistance from Hewlett Packard Enterprise.

“The highly stable and fully integrated platform based on HPE software offers in-depth monitoring, excellent real-time reporting and robust drill-down capabilities,” says Bardeesi. “We really liked how this solution offers a single window for all alerts, supports custom-developed scripts and scales to satisfy our server, network and application needs.”

Solution

Business service management

The HPE software solution deployed at BAJ involves key components of HPE Business Service Management (BSM), a fully integrated, end-to-end monitoring, management and business transaction solution. The HPE BSM software includes HPE Operations Manager i, HPE Service Health Reporter and HPE Service Health Optimizer.

HPE Operations Manager i employs model-driven event correlation and common dashboards to automate processes via preconfigured monitoring policies.

Customer at a glance

Software

- HPE Application Performance Management
- HPE Operations Bridge/Operations Manager i
- HPE Network Node Manager i
- HPE Service Health Reporter
- HPE Service Health Optimizer
- HPE Universal Discovery
- EView/400i Management for HPE Operations Manager i

The other constituents offer BAJ service-driven resource and response-time reporting for servers and applications, and capacity management of the virtualised infrastructure. EView/400i handles critical messages to help the bank's IBM AS/400 mainframe environment use HPE Operations Manager i as a single enterprise management solution.

"We now capture performance alerts instantly before issues translate into impacted business services. Previously, problem identification took hours," reveals Bardeesi.

Applications, discovery and networking

To supervise application performance, BAJ uses HPE Application Performance Management (APM). HPE APM uses synthetic monitoring to identify problems before customers detect them and also improves end-user experience by monitoring the availability and performance of end-user transactions.

BAJ also employs HPE Universal Discovery software to automate inventory, real-time discovery and dependency mapping. HPE Universal Discovery delivers end-to-end IT visibility. The discovery engine allows BAJ to easily gather detailed asset and configuration item information about servers running specific applications as well as inventory and software utilisation data. HPE Network Node Manager i software oversees network faults, availability and performance, lowering downtime and reducing the risk of service disruption.

"SMS, payment system and interactive voice response application performance traditionally fluctuated and frequently failed due to slow detection times. Our HPE software solution now deals with this type of issue rapidly and the consolidated dashboards provide visibility across the entire infrastructure," declares Bardeesi.

Benefit

Seeing the big picture

Today, BAJ operates a centralised and fully-integrated monitoring and management solution for the bank's IT infrastructure, applications and business services. The organisation proactively identifies and resolves issues in a timely manner, ensuring Service Level Agreements. The seamless integration across the new platform enhances service delivery and IT operations, leading to improved compliance.

Bardeesi explains: "After implementing service monitoring of our EBA Cashier system, we noticed that the new monitoring tools even detect momentary flickers in the connectivity between branch servers and the IBM AS/400 system.

"By adopting a more service-orientated approach to monitoring, we have better resource planning, a fully integrated ticketing tool and lower IT service development times. We now have a comprehensive view of the big picture," concludes Bardeesi.

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