

# 2015 Awards for Customer Excellence Honorable Mention



## Jared Flanders, America First Credit Union (AFCU)

Innovative credit union integrates HP solutions to ensure exemplary service to staff, members

### Service & Portfolio Management

### Business Service Management

**High-level overview:** Using HP, AFCU realized the following benefits:

- Ensure high performance of applications serving credit union staff and members
- Mimic user experience of online banking, mobile banking and teller application
  - Alert business teams of issues before members call in
  - Gain performance information of online and mobile banking applications
  - Compare branch-to-branch performance of teller applications
- Understand performance at both infrastructure/component level and business-service level
  - Alert stakeholders to problems in their business service
  - Enable technicians to pinpoint where problems lie in infrastructure
- Reduce failures; monitor close to 800 servers for performance factors such as disk drive capacity, availability, CPU, memory, paging and running services
- Increase visibility; using uCMDB to model business applications and BSM to view dashboards
- Strengthen network performance; using NNMi to discover and monitor network nodes, links and IPSLA's
- Eliminate costly upgrade efforts, increase usability (Service Manager to Service Anywhere conversion)
  - Expand ITSM usage beyond Help Desk, Mainframe Computer Operations and Database Administrators (DBAs), and IT Support groups. Other departments expressed interest in Service Anywhere to improve their ticketing processes
  - Reduce on-premise footprint from six dedicated servers to one

**Company:** AFCU is Utah's premier credit union, with 685,012 members, 110 Utah and Nevada branches, and \$6.5 billion in assets.

**Contact:** Jared Flanders is Systems Monitoring Engineer at ACFU.

**Business goals:** Reduce IT spend while maintaining or improving service to credit union staff and members. Flanders' systems monitoring goal, focused on gaining and maintaining the trust of the IT departments in discovery and monitoring tools.

**HP Software implemented:** HP Service Anywhere (converting from HP Service Manager); HP uCMDB; HP Business Service Management (BSM); HP Operations Manager i (OMi); HP SiteScope; HP Operations Manager Windows (OMW); HP Business Process Monitor (BPM) on premise; HP BPM Anywhere; HP Network Node Manager (NNM) and HP Connect-IT.

**HP Partner:** Greenlight Group is an HP Gold Software Partner and Authorized Service Management Partner based in Salt Lake City. Greenlight has been an exceptional provider over many years according to AFCU. Greenlight's professional services enabled AFCU to mature in key areas of discovery, monitoring and ITSM and reduce its on-premise footprint while providing exceptional service.

**Benefits:** AFCU integrated its HP monitoring, discovery, operations and Help Desk ITSM solutions to allow Flanders, as the sole Systems Monitor on staff, to serve the entire enterprise. BPM monitoring is successful with the credit union's "Mobile" department. As a result, AFCU expanded its BPM coverage with BPM Anywhere to increase its monitoring points of presence and more truly mimic the experience of a member logging in from outside the company on a mobile device.



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