

Die Mobiliar
Versicherungen & Vorsorge

Die Mobiliar perfects IT service management

Insurance company migrates to HPE Operations Manager i 10

Objective

Ensuring the long-term high-availability of business critical applications despite their ever increasing complexity

Approach

Using HPE OMi across the board for end-to-end monitoring and migrating to version 10 to further optimise the system

IT Matters

- 58 per cent reduction in the Mean Time To Repair
- 33 per cent reduction in the number of major incidents due to proactive monitoring
- Fast migration to HPE OMi 10 due to improvements in the way connectors are integrated and professional services support

Business Matters

- Policyholders have a higher level of trust in the web applications, and therefore the company in general
- Increased satisfaction amongst internal users due to the high-availability of applications



Die Mobiliar successfully migrated to HPE Operations Manager i 10 (OMi) in just a few months, despite having to integrate twelve different tools providing end-to-end monitoring data for all of its most important applications. HPE Operations Manager i has enabled the insurance company to move from reactive to proactive IT service management.

Challenge

Poor availability of applications

In Switzerland, one third of households and more than one in three businesses hold insurance policies with Die Mobiliar, the country's oldest private insurer. This amounts to nearly 1.7 million customers putting their trust in the company each day.

Service quality is incredibly important for insurance providers. So it's no wonder that Swiss consumers consistently rank Die Mobiliar top in surveys regarding trust and customer service. Its 78 general agencies across 160 offices around the country have their own claims services and underwrite policies for its customers.

One of the most important reasons behind Die Mobiliar's high service quality ratings is that customers can submit their claims easily online, and the company processes them quickly without unnecessary bureaucracy. So it is extremely important that the company's various applications are highly-available and perform reliably.

“The migration to HPE Operations Manager i 10 has gone incredibly quickly taking just a few months from start to finish. I was extremely sceptical as to whether we would be able to keep up with the ambitious schedule to start with, due to the huge number of connectors. But the new version dramatically simplifies the process of connecting different source systems. HPE Professional Services worked very efficiently with us and were clearly committed to getting the job done.”

— Stefan Kaltenrieder, business computer scientist, Schweizerische Mobiliar Versicherungsgesellschaft AG

These include the applications that Die Mobiliar’s own employees use to carry out tasks such as processing claims. But even more importantly, they also include the web applications that the company’s customers use to submit their claims.

“If the applications don’t work correctly or are too slow, our customers lose trust in them, and therefore Die Mobiliar in general,” explains Stefan Kaltenrieder, business computer scientist at Die Mobiliar.

Until a couple of years ago, IT service management at Die Mobiliar was reactive, both in terms of incident management and performance monitoring. This meant that the IT team responded to incidents as and when reported. And although the monitoring system the company had installed was telling it that the individual systems were performing well, the end-users were not happy. Users often reported poor response times and even complete failures. “This was because we weren’t measuring end-to-end performance,” explains Kaltenrieder.

Solution

HPE Operations Manager i across the board

The company has since managed to solve these problems by introducing HPE Operations Manager i (OMi), HPE Real User Monitoring (RUM) and HPE Business Service Management (BSM). HPE OMi enables Die Mobiliar to automatically discover event and topology data. This allows it to detect infrastructure or service-impacting issues, and determine the IT infrastructure related to a particular business services. HPE OMi also supplies the necessary availability and performance metrics. This data is then consolidated and correlated into a single view.

To gain a central, consolidated overview of the applications, Die Mobiliar connected a total of twelve different IT monitoring platforms to HPE OMi.

“Today we measure the end-to-end performance of our top applications for every user at each of our 160 offices,” says Kaltenrieder.

Customer at a glance

Software

- HPE Business Service Management
- HPE Operations Manager i
- HPE Real User Monitoring

HPE services

- HPE Professional Services

The Mobiliar Group

Multi-line insurer Die Mobiliar employs around 4,350 people and had premium volumes of 3,474 billion Swiss Francs as of 31 December 2014. Its 78 general agencies across 160 offices have their own claims services and underwrite policies for close to 1.7 million customers.

Benefits

Paradigm shift to proactive ITSM

As the company can now correlate event, topology and metrics data, it has been able to achieve some excellent results. According to Kaltenrieder, the Mean Time to Repair (MTTR), i.e. the average time it takes for an application to become available again after an outage or failure, has reduced by 58 per cent since the introduction of HPE OMi. This has increased the availability of the applications substantially. Surveys have shown that customer satisfaction is increasing, too.

Connecting HPE OMi to Die Mobiliar's incident management system has helped to reduce the MTTR even further. If an event appears in HPE OMi, the system generates an incident which is then automatically assigned to the corresponding support group.

"HPE BSM puts us in the perfect position to ensure that our applications remain highly available going forwards, even as they increase in complexity," says Kaltenrieder.

The number of major incidents has also decreased by a third. "With proactive monitoring, we have been able to resolve errors before they start to affect our service," explains Kaltenrieder. The new system has brought about a paradigm shift at Die Mobiliar, moving it from a reactive to a proactive IT service management model.

But these positive results do not mean that the insurer is going to rest on its laurels. Quite the opposite in fact, it plans to optimise its end-to-end monitoring even further. This is why the company became one of the first to migrate to version 10 of HPE OMi.

"We can record even more metrics with the new version – many thousands more. The new architecture also makes the process of integrating these new metrics much easier. Plus, the GUI has been made more user-friendly," explains Kaltenrieder.

Migration in just a few months

At the time of writing, the company is nearing the end of its migration project. "The conversion has gone incredibly quickly at just a few months from start to finish," says Kaltenrieder, happily. "To start with I was extremely sceptical as to whether we would be able to keep to the ambitious schedule, due to the huge number of connectors. But the new version actually dramatically simplifies the process of connecting different source systems. HPE Professional Services have worked very efficiently with us and were clearly committed to getting the job done, so we're right on schedule.

"From my first impressions of the system in operation, I've seen that the events in HPE OMi 10 are now even more informative than they were before. This is especially beneficial for our incident management team," says Kaltenrieder, who is already discussing other uses for HPE OMi 10 with his colleagues. Soon, both real and synthetic monitoring will be integrated into HPE OMi, and application managers will be getting their own individual dashboards to ensure that they always have transparent, correlated information about the infrastructure components and end-to-end monitoring results.

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