

2016 HPE Software Innovator Awards

Jared Flanders, America First Credit Union

Honorable Mention

Enable Workplace Productivity

Software

- HPE Operations Bridge
- HPE Service Anywhere
- HPE SiteScope
- HPE Business Process Monitor (BPM)
- HPE BMP Anywhere
- HPE Operations Manager Windows (OMW)
- HPE Operations Manager i (OMi)
- HPE Business Service Manager (BSM)
- HPE Network Node Manager i (NNMi)
- HPE Universal Configuration Management Database (UCMDB)
- HPE Universal Discovery (UD)
- HPE Connect-IT
- HPE Service Virtualization

Services

- HPE Software Services
- HPE Education Services

Member-owned America First Credit Union integrates HPE Software to transform from component-based monitoring to service-based approach ensuring high application availability and performance at lower cost

High-level overview

Using HPE Software, America First Credit Union realized the following benefits:

- Ensure application availability and performance to deliver high quality services to more than 736,000 members
- Transform to service-based application monitoring vs. siloed monitoring of server and network components
- Move toward consolidated picture of whole company across HPE and non-HPE monitoring tools (HPE Operations Manager i (OMi)/HPE Operations Bridge/OpsBridge)
- Prevent issues before customer feels impact
 - Online/Mobile-banking and other business-unit owners receive early alerts, before other indicators reveal application problems (HPE Business Process Monitor)
 - Monitor URLs to ensure availability of customer web portals (HPE SiteScope)
- Improve workforce productivity by reducing new-employee training time from approximately one month to one week (HPE Service Anywhere)
- Empower helpdesk agents to perform remedial actions via HPE Operations Orchestration automation. One category had 50 calls per week with little the helpdesk could do but escalate to Tier 2. Calls have been reduced to six per week with only two having to be escalated to Tier 2

- Help server admins to optimize server performance by alerting when resources are needed. (HPE SiteScope indicates when virtualized servers need more CPU, memory, disk space)
- Reduce network traffic, and therefore bandwidth requirements for 114 credit union branches (HPE Operations Manager agents internally on servers)
- By using HPE UFT and Service Virtualization, AFCU will be able to reuse testing scripts in production BPM monitoring and save >\$4,000/per-script, in contracting cost to write new scripts and when changes or upgrades to monitored applications happen. Scripts for Credit Union online, mobile, loan, teller and other applications

Company

America First Credit Union (AFCU) is a member-owned, not-for-profit cooperative based in Ogden, Utah. It has more than 736,000 members, \$71 billion in assets and 114 branches. Founded in 1939, AFCU is the 12th largest credit union in assets in the United States and 7th largest in membership.

Contact

Jared Flanders is System Monitoring Engineer at America First Credit Union. He is responsible for monitoring, discovery, operations bridge

and helpdesk tools. He collaborates with IT Operations, which writes automation routines for the helpdesk solution, and with other teams including Quality Assurance, which writes testing scripts. Flanders has presented at HPE Discover and ITSM Summit events.

Business goals

Ensure high availability and performance of applications used by credit union staff and members.

HPE Software products implemented

- HPE Operations Bridge
- HPE Service Anywhere
- HPE SiteScope
- HPE Business Process Monitor (BPM)
- HPE BMP Anywhere
- HPE Operations Manager Windows (OMW)
- HPE Operations Manager i (OMi)
- HPE Business Service Manager (BSM)
- HPE Network Node Manager i (NNMi)
- HPE Universal Configuration Management Database (UCMDB)
- HPE Universal Discovery (UD)
- HPE Connect-IT
- HPE Service Virtualization

AFCU's Quality Assurance team uses HPE Unified Functional Testing (UFT) and implements HPE Service Virtualization. Soon, the organization will be able to pass its test scripts to Flanders for monitoring application availability and performance in production (HPE BPM internally to monitor branch-teller experience, HPE BPM Anywhere to monitor AFCU-member experience). Flanders also integrates his solutions with HPE Operations Orchestration software used by the operations team, and with HP Web JetAdmin print management software. AFCU imports data

from multiple sources into HPE UCMDB as a single source of information consumed by helpdesk and OpsBridge event mapping.

HPE Software Services

AFCU engaged HPE Software Services to improve how the credit union uses HPE UFT and to perform a proof-of-concept (POC) test of HPE SV. It used HPE Education Services and the Adoption Readiness Tool (ART) to accelerate implementation and internal understanding of HPE Service Anywhere. Flanders has taken classes including: Operations Manager Essentials, Service Anywhere Administration and Configuration class, with ART, Network Node Manager Essentials, and is HPE AIS certified.

HPE Partner

Greenlight Group assisted with the HPE SV POC and provides front-line service support. Greenlight Group is an HPE 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 while providing exceptional service.

Additional benefits

HPE Business Process Monitor (BPM) monitors services—i.e., online or mobile banking. HPE SiteScope provides agentless server monitoring. HPE Operations Manager Windows monitors servers internally via agents. HPE Network Node Manager monitors network components. Once it all moves into an HPE BSM dashboard (after upgrading to HPE OMi 10.10 in 2016), AFCU will see not only when a service is experiencing problems, but where in the infrastructure that problem originates. HPE BPM, HPE SiteScope, HPE OMW, HPE NNM and HPE OM Simple Network Management Protocol (SNMP) traps all flow events into OpsBridge.



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