



# 2016 HPE Software Innovator Awards

Leonard Tocco, Ameren

## Honorable Mention

### Enable Workplace Productivity

#### Software

- HPE AppPulse Active
- HPE Operations Manager i
- Unified Functional Testing (UFT)

#### Services

- HPE Software Services

Faced with ongoing reliability issues, this power and energy holding company designed an enterprise, end-to-end event monitoring framework featuring HPE AppPulse Active

## High-level overview

When Ameren's IT Service Event Management team deployed HPE AppPulse Active, it quickly realized a number of benefits:

- Identified previously unreported network configuration issue that degraded network speed and affected user experience. The diagnostic data provided by HPE AppPulse Active allowed the team to correct the problem quickly, resulting in a cost avoidance of \$12,000
- Corrected a chronic Microsoft Lync Meeting issue that caused meeting rooms to crash. HPE AppPulse Active allowed the ITSM team to detect the issue in real time, take immediate corrective action and prevent service disruption to users (typically Ameren executive and management teams). Preventing meeting room outages proactively resulted in avoiding an aggregate productivity loss of \$37,500 while enhancing the user experience
- Reported outages in Ameren's customer-facing web applications that could cost as much as \$1,800 per occurrence. Today, those outages can be identified and diagnosed more quickly—often before they are reported by customers—resulting in significant cost avoidance

- Identified problems in its energy meter usage data, which provides customer-facing functionality (such as allowing customers to view data on energy usage). By detecting and correcting meter usage issues before customers encounter and report them, Ameren has avoided \$29,340 in call center costs
- Shifted from monitoring meter usage data manually to implementing HPE AppPulse Active. Using AppPulse Active reduces the costs of manually monitoring that technology by \$19,500 annually

## Company

Ameren Corporation is a regional holding company for several power and energy companies in Missouri and Illinois. Based in St. Louis, Missouri, Ameren serves 2.4 million electric and 900,000 natural gas customers across 64,000 square miles.

## Contact

Mike Logsdon, ITSM Process Manager;  
Leonard Tocco, Supervisor ITSM Analysis  
and Performance Management.



## Business goals

As an energy and power company, Ameren must be highly responsive to its customers' needs including customer reports of power outages or emergencies, as well as routine account inquiries and transactions such as online bill payments.

Ameren offers its customers multiple ways of contact including a call center and online web applications. Both options deliver comparable value to customers. When customers contact Ameren by phone, costs are higher because back-end processes are more labor-intensive. Ameren is focused on offering customers attractive web-based services, and ensuring those services are always available for customers any time.

Ameren is a regulated public utility operating in multiple jurisdictions. It must comply with customer service level standards as mandated by regulatory bodies.

For many years, Ameren managed network events via siloed, reactive IT processes, but the utility knew it would be better served by a robust, sophisticated network service management framework. It engaged HPE to hold a "detect and correct" workshop, deployed HPE AppPulse Active and set up a Network Incident Identification Center.

Ameren's Event Management Team implemented HPE Operations Manager i (OMi) as the Ameren NOC's central IT infrastructure and applications monitoring solution. The utility's AppPulse Active events flow into HPE OMi, along with integrations with other key technology areas that HPE Software Services implemented, such as SCOM/ Active Directory, MQ/MFT and OEM.

## HPE Software products implemented

- HPE AppPulse Active
- HPE Operations Manager i
- Unified Functional Testing (UFT)

## HPE Software Services

Ameren also can monitor a legacy customer information system utilizing Unified Functional Testing (UFT) software from HPE, which works in combination with AppPulse Active. Previously, Ameren attempted to run synthetic transactions against this application and was unable to do so. With the support of HPE Software Services, Ameren can now send events to HPE OMi and build a baseline profile for response time, allowing it to maximize its return on investment on its most critical customer application. The integration also allows Ameren to respond quickly to response time issues, enhancing its ability to serve external customers.

## Additional benefits

Because the Event Management team's response to network issues is more proactive, and HPE AppPulse Monitoring supports more effective diagnostics, Ameren has been able to reduce the amount of overtime required by its 500-person IT team to keep its applications up and running while adding another quality check.

The Event Management team also is able to provide better support to Ameren's development teams, by providing them a data-driven view into how users experience Ameren applications.



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