

iT Showcase

Best practices, experiences and solutions
from IntelliSolutions S.A.

The Client

As part of SOCIETE GENERALE, GENIKI Bank belongs to one of the biggest and strongest financial organizations in Europe with more than 90.000 employees and 16 million customers worldwide. During the reorganization of its network and the improved emphasis on the alternative channels, the Bank created a modern and secure web banking system that offers a series of services to its customers without being limited by time or location.

The business need

Having set high expectations about the eBanking performance and the quality of service provided to GENIKI Bank customers, the Bank was looking for a complete solution for measuring the application performance, focusing on the End User Experience.

The compliance with standards of performance has a dual meaning: On the one hand it guarantees the operational functioning of the eBanking platform – which is comprised of many different subsystems – according to the expectations of the organization and on the other hand it ensures high levels of satisfaction of the end customer, by locating any problems and recording with accuracy their cause, allowing the Bank to even act proactively, by communicating with customers that have faced a problem through this service.

Finally the introduction of strict regulatory frameworks for operating IT systems made the requirement for a performance management solution even more up to date.

The Solution

IntelliSolutions installed in an extremely short period a complete Application Performance Management solution, Vantage Agentless Monitoring, in order to cover the performance needs of the eBanking application, with the system currently being expanded into other applications as well. A distinctive feature of the solution is the absence of installed agents in any part of the IT servers and its ability to monitor the performance of the platform in the network level and the systems and applications, offering a complete picture not only to the IT department but also to the relevant business departments of GENIKI Bank.

The Advantages

- Immediate identification of problems that affect the performance of the platform with analysis in the Client – Network – Server sectors, even before they become understood by the users.
- Performance Measurement of individual parts of the eBanking solution from the perspective of the end user.
- Ability for effective planning of IT Infrastructure investments based on real needs and usages and in accordance with reducing operational and maintenance costs.
- Accordance with SLA's that represent the performance of the platform and the customer service.
- Providing information in an easy to understand and use format giving focus on its effect to business functions.



Application Service Management Solution

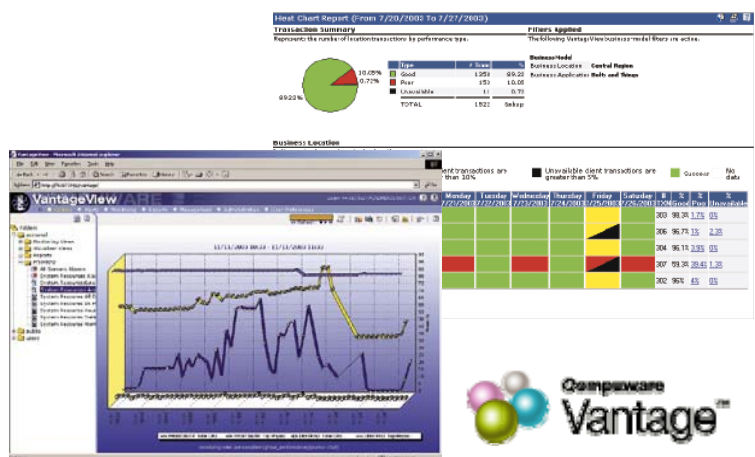
Business Case Study

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IntelliSolutions delivered to GENIKI Bank a complete Application Service Management & End User Experience solution for the eBanking platform by utilizing Compuware Vantage Agentless, offering a series of advantages to the business users and the IT Department.

IntelliSolutions is active in the Application Service Management market, by offering complete solutions with the usage of the Compuware platform of products Vantage, which is represented by IntelliSolutions as a distributor for the Greek and Cyprus markets. By utilizing its strong know-how and the Compuware solutions, which are considered as the best available according to the most valid analysts, the company fully covers the needs for Application Service Management, End User Experience, Response Time & Availability, Infrastructure Optimization & Application Performance.

The Compuware solutions collaborate with existing infrastructures for network & systems management, while covering applications in all the development platforms, either developed internally or by international vendors such as SAP, Siebel, Oracle, MQ Series, Citrix, Websphere, τεχνολογίες VOIP, e.t.c.



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