

## The Client

With a presence in the Greek market from July 1993, Vodafone is one of the biggest brands in the mobile communication industry. Based on applying the most modern technology and developing innovative services and products, the organization has covered an important progress and moved towards important investments.

## The Business Need

The company's processes are based on a large number of critical applications in order to deliver services of high standard to its customers. The performance and availability of these applications immediately affects the total quality of the organization's services leading to increased or decreased customer satisfaction. Thus it is important to monitor these applications 24x7 as to their performance and availability, allowing the relevant department to take the necessary actions preventing such problems or acting on time when such an issue occurs.

## The Solution

The Compuware Vantage product platform is a complete suite for managing the performance of applications (Application Performance Management). This solution allows IT Departments to monitor the performance of applications from the End User perspective. Measuring the response times of applications in combination with a detailed analysis of the performance throughout the Client – Network – Server sectors, allows the administrators to identify in time and resolve possible performance problems. IntelliSolutions based on its strong know-how and long experience in the telecommunication business installed and modified the Vantage solution offering a complete performance monitoring solution for these critical applications.

## The Advantages

- Immediate identification of problems that affect the application performance
- Measuring End User Experience
- Analysis according to the Client – Network – Server sectors
- Increasing availability of IT services leading to increased advantages for the business
- Ability of effective planning of IT Infrastructure investments based on real needs and usages and in accordance with reducing operational and maintenance costs.
- Accordance with SLAs 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 Performance & Service Level Management

### Business Case Study

Date of Publication: 05/09/2006

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***IntelliSolutions installed and modified for Vodafone Hellas a complete performance management system of its critical applications, offering a series of advantages to the business users and the IT department.***

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The solution offered to Vodafone the ability to have a complete view of the performance and availability of its critical applications so it can act in time to any problem and lead to a solution. This has become achievable as the detailed analysis of the problem in the Client – Network – Server sectors provides superior information to the users.

The increased possibilities of parametrizing Vantage allowed the monitoring of services supported by a series of applications, running on a variety of different platforms such as Windows Client-Server, Web, Unix, VMS. This way the administrators and users of Vantage have in “near” real time the status of the applications responsiveness, from different locations in the Vodafone-GR network and an Alerting mechanism in case of any problems arising. Also reports are generated periodically allowing the ability of crosschecking between agreed Service Level Agreements and real service delivery.

## More Information

For more information about the products and solutions of IntelliSolutions, you can call at +30-210-9570-983 or visit our corporate web site at [www.intellisolutions.gr](http://www.intellisolutions.gr)

