

## British United Provident Association— Finding problems before customers do

**“As a not-for-profit organization, we constantly look for ways to lower our administrative costs so we can maximize our investment in accomplishing our core mission. Minimizing the cost of IT and technical support, without reducing the quality of service we provide, can therefore become another way for us to make health-care available to more people.”**

—Stuart Ross,  
Infrastructure Project  
Manager of Information  
Systems, BUPA

### New ERP System Mandates New Measurements

With more than four million healthcare customers in 190 countries, British United Provident Association (BUPA) places a high value on the quality of its Internet presence. Founded in 1947, BUPA has grown to become the UK’s leading health and care organization. More than 40,000 BUPA staff members operate hospitals, health screening clinics and extended care homes for UK citizens and expatriates living abroad. BUPA is also one of the largest private medical insurance providers in the world. In the UK, the term provident has a meaning similar to the term non-profit in the U.S.—BUPA has no shareholders, so surplus revenues can be reinvested completely in expanding its services and offering them to more people.

The BUPA Health Care Web site is a vital tool for enrolling new members in one of the company’s insurance plans, and for providing ongoing services to existing members. BUPA publishes a variety of health information on the site. A key part of its mission is to keep its members informed of healthcare trends and to promote fitness and other healthy lifestyle choices so members can take an active role in managing their own health.

To ensure this valuable information is available on its UNIX- and Windows-based networks, BUPA information managers use a number of management tools from Hewlett-Packard, Cisco, Novell, Citrix and Microsoft. They have also developed their own software for capturing insurance information and for providing online health screening applications. The IT managers chose Indicative’s Performance and Availability Management Solution to monitor Internet status across the entire network and help provide the best possible experience for members accessing the Web site.

### Eliminating the Online Waiting Room

“Our aim is to encourage people to take more responsibility for their own health and to provide services and information that enable them to do so,” says Stuart Ross, infrastructure project manager of information systems for BUPA. “We want our members to have a positive experience, without any delays or frustrations that are within our ability to avoid. This is as important for our online technology as it is with our screening clinics or other offices.”

The Indicative management solution gives BUPA a single-console view of Internet health and availability across the multiple technologies in its information infrastructure. The key benefit is BUPA’s ability to run proactive tests on system performance, and to get advanced warning of potential Internet problems. For example, BUPA information managers can monitor Web response times at the HTTP level. From this level, they get real-time verification of the customer’s experience interacting with information on specific parts of the BUPA network.

BUPA was able to reap these benefits because the Indicative solution enabled its IT organization to construct a model of satisfactory Internet performance. The model includes the relevant technology components and a visual representation of their interrelationships, with performance thresholds established for each component. Also, the Indicative software initiates automatic notifications of network nodes or servers performing outside their defined thresholds. The IT staff then has the opportunity to fix the problem before customers are affected.

The result is fewer customers calling for phone-based support, which lowers BUPA’s costs. Perhaps more importantly, this also means the customer experience with the BUPA Health Care Web site is a positive one.

“As a not-for-profit organization, we constantly look for ways to lower our administrative costs so we can maximize our investment in accomplishing our core mission,” says Stuart. “Minimizing the cost of IT and technical support, without reducing the quality of service we provide, can therefore become another way for us to make health-care available to more people.”

In the future, the BUPA IT staff wants to define transaction tests for a wider variety of unique customer interactions. This will extend their ability to proactively monitor Internet health in terms of the capabilities that matter most to BUPA customers. As a further step, BUPA would like to incorporate this customer-centric view of network and Web performance into its service level agreements (SLA) with network service providers. They want to leverage Indicative’s capabilities for defining SLAs and their associated measurements as part of a hierarchical service model. The IT personnel could then get routine reports on SLA compliance, identify portions of the technology infrastructure where the performance trends indicate possible problems, and address the underlying issues before a customer would experience a diminished level of service.

For BUPA, healthy Internet systems are a key element in promoting the health and longevity of a growing number of people in the UK and around the world.

The company’s IT group implemented a new ERP system and needed to monitor the systems’ performance from locations in Peachtree City, GA, Southfield, MI, and Reynosa, Mexico, all of which are connected by an internal WAN. Proactive and effective service management for this application is critical to PASA and they plan to eventually deploy a solution for additional ERP transactions, applications and PASA locations. PASA requested that Indicative implement a Proof-of-Concept (POC) demonstration of tangible evidence of meeting PASA requirements.

---

## About Nimsoft

Nimsoft provides next generation performance and availability monitoring solutions for the complete physical and virtualized IT infrastructure. The Nimsoft solutions redefine the standards for ease of use and speed of deployment—providing outstanding return on investment and unparalleled customer satisfaction. Over 600 customers in 30 countries rely on Nimsoft solutions to monitor their IT based business applications and services. These customers include mid-market and global organizations, such as Barclays Capital, Amway Corporation, Archstone Smith Communities, Bay Area Rapid Transit, Ladbrokes, MTU Aero Engines, TriNet, TRW Automotive, and hundreds of leading managed service providers such as CDW Berbee, Easynet and Rackspace Managed Hosting. For more information, visit [www.nimsoft.com](http://www.nimsoft.com).

NimBUS, Nimsoft and the Nimsoft logo are trademarks or registered trademarks of Nimsoft Inc. All other company and product names may be trademarks or registered trademarks of their respective companies.

© 2008 Nimsoft Inc, all rights reserved.

### North America and Rest of World

#### National Toll Free:

877 SLA MGMT (752.6468)

Phone: 650.570.5401

[info@nimsoft.com](mailto:info@nimsoft.com)

Europe, Middle East & Africa

#### UK & Rest of EMEA

+44 (0) 845 456 7091

#### Norway & Northern Europe

+47 22 62 71 60

#### Spain

+34 91 623 9177

#### Germany

+49 89 93 086 100