

# BBS

## BBS Ensures Smooth Transactions with Nimsoft Monitoring System

### Challenge

BBS needed to simplify its monitoring strategy while addressing user demand for SLA reporting and maintaining high performance of all systems and applications.

### Solution

BBS uses Nimsoft for both monitoring and Service Level Management, eliminating the need to maintain separate monitoring systems, streamlining its monitoring strategy and saving the company's IT department time and money.

### Results

- Consolidated multiple monitoring systems onto the Nimsoft platform to reduce costs and eliminate manual tasks.
- Improved application performance with proactive incident management.
- Simplified troubleshooting with dashboard visibility into the network, servers, and applications.

### Electronic security and payment company banks on Nimsoft Monitor to track SLAs, ensure application availability

#### Background

Founded in 1972, BBS is a leading provider of electronic security, payment and information services. With headquarters in Oslo, Norway, the company serves financial institutions, enterprises and organization in the Nordic and Baltic regions. BBS has achieved a central role as an operating place for the banks' common operational payment infrastructure in Norway. The company processed more than 1.5 billion transactions in 2008, totaling over \$11 trillion.

"BBS mainly serves banks and financial institutions, but its solutions are also used for customers in other industries and markets within the public and private sectors. The solutions developed by BBS and the banks have led to Norway becoming a world class standard in card payments, electronic invoicing and ID solutions.

#### Challenge

Processing so many financial transactions requires unwavering systems availability, and BBS must address potential incidents quickly, before they cause problems. Even a few minutes of downtime in the IT infrastructure would have enormous financial consequences. "The network is crucial to the success of our company," said Frank Bredo Remen, Team Manager in IT Operations at BBS. "If a critical incident occurred, everything would come to a halt. Transactions would stop processing and we'd begin losing money immediately."

In 2002, BBS decided to implement a solution to meet customer demand for service-level management (SLM). SLM would allow the company to track and improve service availability, and ensure customers were getting what they were promised.

"BBS had some point solutions for SLM in place but needed a simpler, unified solution. Having a single system monitor all systems and applications within the infrastructure and enable management at the service level was a key factor in meeting customer demands for continuous uptime and reliable application performance.



## Nimsoft Case Study

### Solution

To improve service levels and provide service-level management reporting that its customers demanded, BBS selected and deployed Nimsoft. Shortly after the initial deployment for SLA reporting, BBS's IT team found that Nimsoft Monitor was easy to implement for monitoring systems and applications, and expanded their use of the Nimsoft platform to replace the other solutions they were using.

"The other solutions we were using at the time, including products from BMC and CA, were sufficient for our monitoring needs, but required a lot of work to maintain because they were not integrated," said Widar Holmedahl, Nimsoft System Administrator in IT Operations at BBS. "Working with a single, integrated product is much easier and more efficient than managing several separate products for monitoring and yet another for SLA reporting. We decided to standardize on Nimsoft Monitor to streamline our efforts, since it provides all of the capabilities we need."

BBS's IT environment has about 1200 production, test and development servers—950 physical and the rest virtualized with VMware. "We're moving from a physical to a virtual environment, and Nimsoft is compatible with both types of environments," said Remen.

### Results

BBS has consolidated all of its monitoring and SLA services onto the feature-rich Nimsoft platform. "Nimsoft Monitor has become a part of our basic operations," said Remen. "We use it to monitor every server we install and to automate monitoring for every application. The product is very stable, which is a critical attribute since we are using it to monitor more than 1000 servers," he said. "With Nimsoft, we have been able to measure and report on SLAs easily, make proactive error corrections and reduce the number of incidents we experience—all of which has led to improved service and application availability for our end users."

With Nimsoft in place, BBS cuts management costs while ensuring better service and an improved end-user experience. "Nimsoft lightens our load by eliminating manual tasks. Now we can take a quick look at the dashboard to check on all our systems at once, whereas before we had to use special utilities to check every individual system. With Nimsoft, we can trust that our services are working without spending a lot of time checking them one by one," said Remen. "We spend fewer hours monitoring and reporting on our infrastructure, and, as a result, realize significant cost savings."

### About Nimsoft

Nimsoft is a global leader in IT Management-as-a-Service. The company's lightweight ITMaaS solutions make it easy for enterprises and service providers to implement comprehensive, adaptable monitoring and service desk capabilities essential for managing today's dynamic computing environments. Learn more at [www.nimsoft.com](http://www.nimsoft.com).

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