



ZEN IP MONITOR Customer Reference

The Company*

Finanz Informatik, headquartered in Frankfurt am Main, is the IT service provider of the Savings Banks Group – one of the largest savings and loans institutions in Germany and Europe.

FI provides services for 429 savings banks, 8 federal state banks, 10 state building and loan associations plus various other companies within the Savings Banks Group and the financial services sector.

FI offers a full range of IT services to its customers including development and operating of applications, network services, technical infrastructure, consulting, education and support. Subsidiaries and partnerships complete its IT portfolio. FI's flexible, open and integrated banking solution OSPlus is a leading IT system for the retail banking market.

FI services 130.3 million customer accounts. Each year it handles more than 84 billion technical transactions. FI employs 5,291 people and generates sales of about 1.5 billion Euros annually. Since 2007 FI has used ZEN IP MONITOR - IMPLEX (ZIM) to monitor its IP network.

IT Infrastructure

Running more than 79 LPARS, FI is one of the biggest data processing centers in the world. In addition to z/OS, FI runs AIX, Solaris and Windows systems on different hardware platforms.

Requirements and evaluation

To control and monitor a network with approx. 150 z/OS IP stacks, a reliable and easy to use tool is essential. The networking staff at FI were not happy with their existing IP monitor so they started looking for alternatives in 2007. The network team set up a requirements list and compared commercially available IP monitors against that list. The team chose four products that were then installed and tested on the FI sysplex. The decision was to use ZIM from William Data Systems.

ZIM was installed in less than half a day and it automatically started monitoring straight after the installation.

* all figures as at March 2011

The ZEN suite of z/OS network management products is authored, developed and supported by William Data Systems (WDS) who have a worldwide reputation for pioneering development in the z/OS software market

www.willdata.com

US Toll Free 877 723 0008

Offices

US	703 674 2200	UK	+44 (0)1342 321234
Canada	Toll Free 1 877 735 3007	DE	+49 (0) 89 901197-0



William Data Systems (WDS) are pioneers of z/OS network management solutions.

Established in 1993, we are an independent global company that provides innovative solutions to run mainframe networks efficiently and securely. With a proven record of technical innovation, our ideas are often copied but never bettered.

To help customers overcome both business and technology challenges, WDS provides customers with licensing and pricing terms that are as flexible as our network solutions.

Some of our competitors like to make unsubstantiated and entirely subjective claims that their products are the best in the world. We believe the customer is better placed to decide what's best for their business so we leave those claims to the competition.

WDS supports customers worldwide across all vertical markets and our client list includes major Financial, Commercial and Government organizations.



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Delivered Functionality

Immediately after installation, ZIM was ready to run. It self detected the stack configuration, the network environment and then automatically calculated threshold values.

FI strictly separate their Intranet from the Internet and consequently run two stacks per LPAR with no link between them. ZIM monitors and manages all stacks and LPARs from a single console.

ZIM sees the same data as the stack itself. Problems can be seen and resolved when they had not been recognized before.

ZIM delivers alerts in real-time, unlike some monitors. This allows very useful details like detected port number(s) and IP address(es) in ZIM alerts to be trapped and displayed as they happen, ready for easier problem solving and network analysis.

FI staff have recognized that WDS are willing to listen to their ideas for product enhancement, some of which have been implemented. Influencing the product development enables FI to match their network management strategy with ZEN deliverables from WDS.

ZEN IP MONITOR offers daily benefits for FI

- + Quicker and smarter responses to problems. Real-time alerts often allow network staff to solve problems before end users see them.
- + Less skilled effort when analyzing problems. ZIM provides detailed, helpful information where some other monitors provide only statistics.
- + Less manual intervention when the environment changes. ZIM automatically recognizes changes in the network environment or in the stack configuration.
- + More pro-active network management. Bottlenecks and potential issues are seen and dealt with before becoming critical problems.
- + FI has greater utilization of valuable network assets. The targeted monitoring of these resources by ZIM helps ensure 100% availability.



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