

Major German insurer opts for openSM2 from Fujitsu Siemens Computers:

## Die Continentale uses cross-platform performance monitoring to optimize IT operations



» I'm completely satisfied. Cross-platform performance monitoring with openSM2 makes operation of our data centers secure and efficient. «

Jochen Brünger, Manager IT Production, Die Continentale, Dortmund

### → The challenge

**To ensure high availability of business-critical applications** – approximately 3,000 employees in-house are dependent on problem-free operation of the centralized host-based dialog application

**To maintain a total overview of the heterogeneous IT infrastructure** – the goal was to deploy a single cross-platform monitoring tool for a large number of systems

**To achieve transaction security and protection against outages** – accurate assessment of the performance variables of mainframes and servers was essential to permit appropriate reaction

### → The solution

Die Continentale uses **openSM2** from Fujitsu Siemens Computers **for cross-platform monitoring of the performance of its entire IT landscape**. This uniform monitoring and analysis software enables IT personnel to fine-tune all operating systems used by customer's data centers – from BS2000/OSD to Linux and Windows or VMware ESX Server. openSM2 is designed that so all performance variables of the various systems appear on a display. To achieve high-availability and high-performance IT operation, the Continentale needs no longer use a series of different monitoring solutions, which was previously the case – and IT management therefore becomes significantly more efficient and more transparent.



**Die Continentale** is a group of seven insurers under a single roof. This major German insurance group offers its 4.6 million policyholders – private and corporate clients – insurance protection from a single source. The group is headed by two mutual insurance companies, Continentale Krankenversicherung a.G. and Continentale Lebensversicherung a.G.  
More at: [www.continentale.de](http://www.continentale.de)

### → Solution components

- openSM2 for centralized monitoring of the performance of heterogeneous infrastructure
- Monitored system platforms: BS2000/OSD, Linux, Windows, VMware ESX Server

### → Customer benefits

- Performance monitoring solution that integrates all existing systems
- Online monitoring transmits data to a central management station
- Uniform graphic presentation of all performance variables
- Rule-based checking function with alarm messages
- Integrated reporting functionality for enhanced transparency
- Secure, efficient data center operation



"With openSM2, we can quickly obtain an overview of the performance of our entire IT landscape."  
**Jochen Brünger**

### → The project

The IT department of Continentale Krankenversicherung functions as a central IT service provider and handles application development and IT operation for the entire group. Since so many different systems are in use, it was previously rather difficult to monitor the heterogeneous IT infrastructure. As a result, what was needed was a seamless solution for performance monitoring and analysis. Jochen Brünger, IT Production Manager of the Continentale, explains in retrospect: "That's why we were so appreciative of the fact that Fujitsu Siemens Computers had continuously upgraded its SM2 performance tool, which was originally intended exclusively for BS2000/OSD, and then adapted it for use with common standard platforms as they appeared." Through an ongoing exchange of ideas and experience, the two partner companies were able to pave the way for further innovation. The Continentale IT decision-makers found that the accessibility of Fujitsu Siemens Computers and the interaction with their contacts make a convincing combination. Today, Continentale group companies use openSM2 for cross-platform performance monitoring. The solution supports group-wide monitoring of the performance of heterogeneous server systems and gives the group companies comprehensive data on the hardware and operating systems of its BS2000/OSD, Linux, Windows and VMware ESX Server based system platforms. System administrators also get an overview of everything that's going on in the server and peripheral environment. The measured values are determined by "agents" that are active in the software. Centralized monitoring of the entire environment lets IT experts quickly recognize acute problems and their causes. Informative graphs and charts provide an immediate overview of the current system status, and information on the response times of the applications and the use of the available capacity of the hardware is provided on an ongoing basis. In addition, rule-based monitoring – plus automatic alarm messages sent to system administrators by e-mail if critical values are exceeded – make ongoing operation more secure.

### → A record of success

Jochen Brünger's IT team is now able to meet the insurance group's exacting standards in terms of transaction reliability and protection against outages efficiently and effectively. He explains how the change has benefited his company: "We used to have to work with at least four different monitoring programs at the same time. Today, the results for all systems, no matter what the source of the values, are conveniently presented on a screen in a uniform format." That means high availability and optimal response times can be achieved faster and more efficiently. Finally, the members of Brünger's team also use the integrated reporting functions of openSM2 every day and find the reports extremely useful.

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