



SECURITY FROM DAY ONE: IBM FSM KEEPS VISANA'S ARCHIVAL SYSTEM STABLE

In 2007, health, accident and property insurer Visana decided to comprehensively revamp its IT organization. Visana implemented IBM FileNet P8 as a central archival solution and replaced the core legacy system with adCubum Sirius, a specialized insurance solution.

Even before the new P8 systems went live, Visana took a further decisive step: Supported by CENIT, the agency introduced the monitoring solution IBM FileNet System Monitor. IBM FileNet System Monitor, or FSM for short, proactively monitors enterprise content management platforms such as P8 and automates their operation.

FSM – so Visana hoped – would simplify the operators' work in handling and evaluating errors on the new platform. "An unfamiliar system and a challenging overarching reorientation: That's the situation we faced in 2007", remembers Nicola Wynistorf, Project Leader for

ECM/FileNet Systems Administration at Visana Services AG. "Luckily, CENIT offered us IBM FSM as a solution."

In addition, IBM FSM was to guarantee centralized monitoring of the distributed P8 components at a single point of control, and be integrated with the legacy

one", explains Roland Merkt, in charge of CENIT's Systems Management segment. He adds: "It's simply an issue of consistency, because this approach also ensures user acceptance right from the start: If the administrators start out feeling insecure about operating P8, they'll make mistakes. But if they can rely on

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Nicola Wynistorf, Project Leader ECM/System Administrator FileNet, Visana Services AG

ScanImport. In the long term, it was also going to be responsible for the secure fulfillment of service levels for end users.

The crux of the project's biscuit: IBM FSM was introduced before P8 was activated.

"We urge customers to think carefully about monitoring issues before setting up their enterprise content management systems. That way, they protect their value-adding systems right from day

FSM, many of their tasks are automated and the administrators can immediately operate the ECM platform securely and efficiently."

At Visana, FSM covers the following functions:



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- Proactive monitoring of all FileNet application components
 - Image Manager featuring MSAR
 - BatchIt
 - Content Engine
 - Application Engine
 - Content Federation Services
- Proactive monitoring of fundamental middleware
 - Oracle
 - Linux Application Server
- Monitoring of FileNet log files as well as additional custom log files for ScanImport and Unix backup
- Provision of tasks for simple discharge of administrative duties (e.g. startup and shutdown of systems and components as well as analysis of the FileNet environment)
- Development of additional custom tasks in order to transfer pre-existing scripts into IBM FSM
- Email alerts to administrators and other responsible parties

FSM offers Visana the major advantage of integrating a series of different components under a single monitoring umbrella.

"At Visana, we regularly evaluate our customer service quality and make improvements where appropriate. You can't do that unless you have a way to reliably monitor your archival system. FSM allows us to ensure that all the information is available at all times and that consulting processes don't get bogged down", is how Nicola Wynistorf explains Visana's decision in favor of FSM. He praises the product's progressive design: "FSM doesn't just preempt errors, it also gives us a precise analysis of causes. That way, we can continually enhance the way

our archival system works."

Visana's management was similarly satisfied with the way the project played out: "Implementation in 2007 was carried out on the basis of CENIT's Best Practices, and the project was successfully completed within the projected time and budget frameworks." This is all the more remarkable when one considers that the FileNet administrators and the external consultants at Visana were extremely busy with the operative introduction of P8. Thus the project was under intensive time pressure. "CENIT's team rose to that challenge with style" concludes Nicola Wynistorf.

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Project Leader ECM/ System Administrator FileNet

In a smaller follow-up project, FSM was further fine-tuned to satisfy Visana's enterprise-specific requirements. As part of the project for upgrading FileNet P8 3.5 to the new Version 4.5.1, the new IBM FSM version was installed as well. "Monitoring isn't a static affair", explains Roland Merkt: "The good thing about FSM is its high degree of flexibility in terms of configuration. That means we can provide our customers with tools that are designed precisely to their specifications."

► ABOUT IBM FSM

IBM FileNet System Monitor enables enterprises to efficiently manage their IBM ECM components and infrastructure, to automate routine tasks, and to lower their IT operating costs. Downtimes are reduced to a minimum. FSM also offers numerous options for adjusting messages and warnings to the situation on the ground and thus makes systems monitoring highly dependable and transparent. Relying on their many years of experience, CENIT's experts can assist you in introducing the FSM quickly and efficiently, even before your new ECM system goes live.

► ABOUT VISANA

Visana Group is a leading Swiss health and accident insurer; the Group also offers property coverage. Visana insures private customers (individuals and families) as well as corporate clients (enterprises, institutions and associations) – together, more than a million policy holders. Around 1400 employees work at the Berne headquarters and the approx. 200 branch offices around Switzerland. The volume of premiums currently totals around 2.3 billion Swiss Francs.



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