



RUNNING SYSTEMS: ROUND THE CLOCK

The Gesellschaft für angewandte Versicherungs-Informatik mbH (GaVI) hosts the FileNet Image Services and the ACSAP systems of the Sparkassen Versicherungen in Stuttgart and Dresden as a service provider. When GaVI made the choice for the implementation of IBM FileNet System Monitor (FSM) in 2006 to monitor the systems completely and reliably, they got CENIT as an IT partner on board.

► REQUIREMENTS

As a service provider GaVI is responsible for operating the IBM FileNet systems of the Sparkassen Versicherungen. Because these applications are business-critical, availability has to be guaranteed and Service Levels have to be fulfilled. The Systems Management solution „IBM Tivoli“ that is used by GaVI does not offer FileNet specific functionalities, thus the application management of the FileNet components had to be carried out manually. Since the FileNet systems are spread over different locations, this proved to be a complex task.

► PROJECT GOALS

With FSM the application management of the FileNet systems should be automated extensively, so that the distributed systems could be operated remotely by the FileNet administrators in Saarbrücken. The ability to integrate FSM with IBM

Tivoli should ensure that the operating department of GaVI in München could monitor these systems 24/7, even without FileNet skills. The high level goals of the project can be summed up as follows:

- Reliable fulfilment of the Service Levels for the Sparkassen Versicherungen and the Hamburger Feuerkasse

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Head of the department
„EA3- Anwendungsmanagement ISP/eBusiness/DMS“

- as end user customers
- Efficient provision of the operating services through automation of the necessary, but not value-adding routine tasks in the operation of the FileNet systems
- Integration of FSM monitoring of their FileNet systems in the central Systems Management/operating platform

► COURSE OF THE PROJECT

In autumn 2006 the first sub-project was started with a pilot implementation of FSM on a FileNet test system at Sparkassen Versicherung in Stuttgart to test the functionality and the benefits

of FSM. To get results as meaningful as possible, the pilot was carried out under the same conditions as a real-life project. The analysis and conception were based upon the established best practices developed by CENIT. The pilot implementation was accomplished in just ten days. After GaVI had tested the functionality successfully, they decided in favour of a

productive use of FSM. In the next step the functionality set up for the pilot, was rolled out to the FileNet production environment in Stuttgart and the Disaster Recovery environment in Fellbach. After the implementation of FSM for the FileNet system of Sparkassen Versicherung Sachsen and of Hamburger-Feuerkasse the implementation was expanded for their remote data processing centre in Münster and integrated into the existing FSM infrastructure.

► ADMINISTRATOR TRAINING AND USER ACCEPTANCE

As part of the implementation the GaVI

GAVI RELIES ON IBM FSM FOR MORE SECURITY

FileNet administrators were instructed by CENIT in a practice-oriented operator and administrator training, so that they would be able to do all on-going customisations and extensions on their own.

„Because the environments and also the process of transfer to the Tivoli Enterprise Console are highly complex, we early involved all relevant departments such as the FileNet administrators or the Tivoli administrators. Thus the staff got the opportunity to get familiarised with the new application from the very beginning,“ states Johannes Kupka, Head of the Department EA3-Anwendungsmanagement ISP/eBusiness/DMS at GaVI and in charge of the project realisation. He compliments CENIT on the good teamwork: „The training of our FileNet administrators that was offered by CENIT as part of the project was very professional and well received by our employees. From my point of view the training early ensured user acceptance.“

► CONCLUSION

Since the implementation of FSM GaVI monitors business-critical FileNet systems at different locations from one central point, the control of the FileNet environments is considerably simplified. GaVI is now able to guarantee proactive monitoring of diverse FileNet Systems at various sites, even at those without FileNet administrators or an operating department on-site.

„Because the project took such an successful course, we of course now intend to integrate in a little while further possible FileNet systems in other insurance companies served by GaVI with the FSM monitoring platform,“ Johannes Kupka looks ahead. „We want to monitor and

maintain high availability for all of these FileNet systems from a ‚Single Point of Control‘.“

► ABOUT GAVI

The Gesellschaft für angewandte Versicherungs-Informatik mbH (GaVI) is the central contact for insurance institutions under public law in questions of IT. As a competent partner GaVI understands the specific demands of insurances and offers efficient technological solutions. GaVI was founded on July 1st, 2002. The start of operation took place on January 1st, 2003. Approx. 490 employees at ten locations are engaged in an active design

enables enterprises to effectively manage their IBM ECM components and infrastructure, to automate routine tasks and to reduce their IT operating costs. Down-times are reduced to a minimum. FSM also offers ways to adjust calls and alerts to the situation at hand and thus offers a high degree of reliability and transparency in Systems Monitoring. It can serve as an interface at which the entire monitoring of many components and systems, whether distributed or not, converge. The different viewpoints from FSM's single point of control provide precisely the required degree of information on the status of the ECM environment. No wonder FSM is already being used by

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of IT strategies and in the technical maintenance of the systems.

► IBM FILENET SYSTEM MONITOR

Many leading enterprises around the world rely on the IBM Enterprise Content Management (ECM) platform to run business-critical applications such as fault processing, credit assessments and customer service. Should the system fail, the damage will often be immense. Fortunately, there is a way to avoid failure – with the proactive Systems Management solution “IBM FileNet System Monitor“.

IBM FileNet System Monitor (FSM)

many enterprises around the world to keep IBM ECM running reliably 24/7.



CONTACT

CENIT
Industriestraße 52-54
D-70565 Stuttgart

Tel.: +49 711 7825-30
Fax: +49 711 7825-4000
E-Mail: info@cenit.de
Web: www.cenit.de/eim