

# Case Study

## LBS Westdeutsche Landesbausparkasse

» Open solutions like ManageNow® for Data Center Monitoring give us the financial freedom we need to pave the way for new topics and specifications without excessive strain on the IT budget «

Oliver Borcharding, IT Project Manager, LBS Westdeutsche Landesbausparkasse



### The customer

LBS Westdeutsche Landesbausparkasse provides its financial products to customers in the German state of North Rhine-Westphalia, and is the largest regional building society in Germany. Its headquarters are located in the city of Münster. Including its site in Düsseldorf, LBS Westdeutsche Landesbausparkasse employs around 800 people. Alongside its office personnel, LBS Westdeutsche Landesbausparkasse also employs 1,700 field staff. This specific structure, coupled with the complex network of building society branches, means that the IT system in particular is highly dynamic and the company's Münster-based data center must be able to maintain high levels of reliability and availability.

### The challenge

As IT resources for all business processes for both the office and field-based operations of LBS Westdeutsche Landesbausparkasse are provided via the data center, the performance requirements are accordingly high. The IT managers therefore wanted to focus on system management for the data center and all field sites. IT Project Manager Oliver Borcharding and his team were concerned by the increasing operating costs and lack of visibility and expandability for the system management systems that had been installed over the years. LBS Westdeutsche Landesbausparkasse wanted to free itself from the ever-increasing complexity of adapting the IT system to suit the changing situations. Instead, it wanted to integrate a streamlined, open and effective management solution into the data center. The building society wanted to see dramatic improvements in the monitoring of the entire IT infrastructure. The team wanted to consolidate and standardize its monitoring applications. LBS Westdeutsche Landesbausparkasse needed the enterprise IT management system of the future:

- Reduction of the current operating and maintenance costs
- Optimization of the existing system stability
- Cost-neutral implementation of new requirements
- Expansion of application monitoring (scalability)
- Standardization of the system management platform
- Increased flexibility and convenient operation
- Standardization of the IT service processes.

### THE CUSTOMER

Country: Germany  
Sector: Financial Services  
Employees: 774  
Website: [www.lbs.de](http://www.lbs.de)



### THE CHALLENGE

To replace the existing data center monitoring solution to achieve a considerable reduction in operating and maintenance costs, and to standardize the system management platform.

### THE SOLUTION

Introduction of the open solution ManageNow® for Data Center Monitoring (DCM) from Fujitsu. Establishing and expanding monitoring functions within LBS Westdeutsche Landesbausparkasse's office and field services environments.

#### THE BENEFIT

- Minimal installation costs by using a monitoring software appliance
- Reduced customization costs by using ready-made solutions
- Simplified administration by drastically reducing complexity and using service screens optimized for business processes
- Automated monitoring process simplifies the introduction of new systems
- Considerably faster error identification and resolution
- Reduced personnel costs for IT monitoring and reporting
- Increased productivity in IT operations

#### PRODUCTS AND SERVICES

- Enterprise IT management: ManageNow® for Data Center Monitoring (DCM)
- Monitored customer infrastructure:
  - Operating systems: Microsoft Windows Server, Linux
  - Databases: SQL, Oracle, DB2 (monitoring at the logfile level)
- Services:
  - Integration Services and ManageNow® support with patches and a service desk provided
- Monitored customer infrastructure:
  - Fujitsu provides support for the entire monitoring system
  - Stacks including the open source components

#### The solution

LBS Westdeutsche Landesbausparkasse's IT team chose ManageNow® for Data Center Monitoring by Fujitsu. The building society's decision-makers were ultimately won over by ManageNow® after comparing the investment, customization and administration costs. One of the deciding factors was that Fujitsu's ManageNow® solution portfolio is built on over a decade of practical experience. Another vital factor was the promise that the implementation of ManageNow® could quickly establish a new, tailored standard for the creation of a structured IT infrastructure, which could easily be adapted to suit the constantly changing requirements of the future. Thanks to Fujitsu's open solution, LBS Westdeutsche Landesbausparkasse was able to consolidate its various system management and reporting tools and now uses a single, open management product at the Münster data center for completely automated monitoring of the client-server infrastructure. André Brinkmann, IT Service System Engineer at LBS Westdeutsche Landesbausparkasse, summarizes the benefits of the new monitoring solution: *"The visual representation of the new interface is very compelling and covers both the technical and management views."*

The open approach of ManageNow® affects many areas of the building society. Without a doubt, one of the best results of the improvements is the streamlining and simplification of the administration processes. Christian Hils, IT Service System Engineer at LBS Westdeutsche Landesbausparkasse, agrees: *"The combination of the technical flexibility and the opportunities this offers, plus simple configuration management with comprehensive displays via a web-based GUI is very compelling."* The new Data Center Monitoring system increases productivity in LBS Westdeutsche Landesbausparkasse's IT operations and reduces its workload, particularly when it comes to time-consuming tasks such as documentation and reporting.

Another benefit of ManageNow® is the fact that the company can scale down resource consumption in system administration. An expert team from Fujitsu introduced the building society's administrators to the ManageNow® application very quickly. Other excellent features included the high quality of service and a significant increase in adaptability to new business requirements. With ManageNow®, customization costs are now almost negligible.

#### Conclusion

The pressure on the IT budget meant that the building society needed to optimize and standardize its existing monitoring systems. A high degree of flexibility and scalability was required to ensure that costs were reduced quickly and consistently. By converting to the new ManageNow® for DCM system, LBS Westdeutsche Landesbausparkasse's IT department was able to reduce day-to-day operating costs by a third, and to maintain this despite increasing demands. Two employees manage system management operation and development for LBS Westdeutsche Landesbausparkasse's office and field services.

Oliver Borchering, who in his role as IT Project Manager decided to introduce the new solution, is very satisfied, and compares the costs and benefits for LBS Westdeutsche Landesbausparkasse:

***"The additional project and licensing costs for the implementation of the new system management platform were more than compensated for by the reduction in IT costs in the form of maintenance, licensing and internal development of plugins. The fixed price for the ManageNow® for DCM included a year of support as well as service during the initial introduction, and guarantees a medium-term ROI of two to three years."***