

AlarmPoint and Tivoli Netcool Ensure Service Availability



COMPANY

Nationwide Building Society

INDUSTRY/MARKET

Banking

BUSINESS CONCERNS

Provide online, innovative financial services to discerning customers while ensuring security and reliability in the Nationwide network infrastructure.

ACHIEVED RESULTS

Seamless integration between Tivoli Netcool and AlarmPoint allows Nationwide to take preventative action on critical events.

About Nationwide

With over 10 million customers, called members, and more than £85 billion in assets, Nationwide is the most highly regarded building society in the UK, and is committed to its mutual status. It belongs to its members and is run for their benefit. It is this mutual status that differentiates Nationwide from other banks as it seeks to offer members long-term value and easy access to a wide range of products and services.

Nationwide is an innovative financial services provider. The Society was the first to offer Europe's first PocketPC PDA (personal digital assistant) mobile banking service, and in September 2001 it added WAP (Wireless Access Protocol) banking to enable customers to check balances, move money and make payments whilst on the move. September 2001 also saw the introduction of Internet TV banking services, which took banking from the high street, PDA and mobile phones and into the comfort of the home.

A Competitive Advantage

With the help of Tivoli's Netcool and AlarmPoint Systems technology, Nationwide is taking on the might of the UK's major high street banks by offering its customers competitive financial packages, and equally importantly, providing a choice of secure, flexible platforms for customers to access and manage their money. The Society's technology infrastructure plays a critical role

in enabling Nationwide to deliver such a wide range of services to its customers.

Arthur Ames, Head of Technology Support, Nationwide Building Society notes, "Nationwide is operating in a very competitive environment and we need to attract new customers as well as keep our existing ones happy with the service we provide. To do this, we aim to offer customers the most attractive financial packages in the way they want to receive them – be it in branches, over the telephone, via the Internet or by WAP." This means that Nationwide has to stay ahead of technological requirements whilst maintaining high levels of any security and reliability in their network infrastructure. Arthur Ames confirmed, "We believe that the implementation of Tivoli Netcool and AlarmPoint technology, carried out by Abilitec Ltd, is a major contributor to achieving these ambitions."

Leading Technology

Abilitec Ltd. has assisted Nationwide with the planning and design of the management infrastructure. Nationwide wanted to exploit existing investments in infrastructure and tools where possible. "We needed a product that would provide us with complete coverage of the network infrastructure and complete security. We found that in the Netcool and AlarmPoint solution," continues Amos.

Nationwide has widely deployed Netcool across its infrastructure and the technology gives its support team a consolidated executive overview to help them quickly

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– Arthur Amos
Head of Technology Support, Nationwide Building Society

identify and prioritise potential service-affecting faults. With the assistance of Abilitec Ltd, Nationwide was able to further expand their capabilities by implementing AlarmPoint to handle event notification and escalation.

“The appeal of AlarmPoint was that the integration with Netcool was seamless, and provided immediate benefit to the support team,” explains Arthur Amos.

With Netcool’s single dashboard view of infrastructure status, Nationwide now gets real-time reports on events. They can isolate problems and take action before serious problems occur because Netcool provides

the ability to correlate and analyse event data in real-time. Where appropriate, AlarmPoint is used to escalate events and notify appropriate resources to minimise business impact to the Society,” adds Arthur Amos.

“The biggest benefits that we have gained since implementing the Netcool suite and AlarmPoint include being able to provide enhanced customer service – a priority here at Nationwide – because we are now able to take preventative action in the event of any potential problems. We have also consolidated our management tools and eliminated the need to purchase any additional tools,” concludes Arthur Amos.

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AlarmPoint Systems

Enabling enterprise event notification & resolution

About the next-generation AlarmPoint platform

AlarmPoint is an enterprise-wide notification and event resolution platform that centralizes all system events through easily scalable, repeatable processes. The AlarmPoint product suite is built to automate event resolution by managing the needs of today’s mobile workforce – roles, skills, location, language, schedule, contact details, groups and more – with self-service personalization, event assignment and subscription for any and all users. Designed to filter, suppress and enrich important events, route those events to the right person on any communication device and give the person the ability to solve, escalate or enlist others to resolve, AlarmPoint bridges the gap between business-critical IT services and relevant human resources.