

**AlarmPoint<sup>®</sup>**

**Success**

**AlarmPoint and Micromuse Netcool  
Ensuring Service Availability**

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## **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 the 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.



## **Micromuse and Invoq – A Competitive Advantage**

With the help of Micromuse's Netcool and Invoq 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.

“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” said Arthur Amos, Head of Technology Support, Nationwide Building Society. “This means that we have to stay ahead of technological requirements whilst maintaining high levels of any security and reliability in our network infrastructure. We believe that with the implementation of Micromuse’s Netcool and Invoq Systems AlarmPoint technology, carried out by Abilitec Ltd, is a major contributor to achieving these ambitions.”

## **Leading Technology**

Abilitec, a Micromuse platinum partner, 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 across the infrastructure to help them to quickly identify and prioritise potential service-affecting faults. With the assistance of Abilitec Ltd, Nationwide was able to further expand their capabilities by implementing the escalation and notification system AlarmPoint.

*"Micromuse customers require an Enterprise class notification solution. availability of AlarmPoint Server and AlarmPoint Enterprise now makes this a reality." - Mark Cowan, Managing Director, Abilitec.*

*"Operations efficiency is a common concern among large enterprises and service providers who continually strive to reduce costs and manage growing infrastructures with fixed resources. The integration of Invoq's AlarmPoint with Netcool enables the immediate notification of Netcool alarms to appropriate personnel, allowing them to identify and resolve problems more quickly, thus significantly reducing overall time-to-resolution." - Darin Layman, Vice President, Micromuse*

"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, we now get real-time reports on events. We can isolate problems and take action before serious problems occur because of Netcool's ability to correlate and analyse event data in real-time. Where appropriate, AlarmPoint is used to escalate events and notify appropriate resource 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.



*Nationwide uses AlarmPoint's local or remote, easy-to-use user interface for maintaining staff scheduling, fixed and rotating coverage scheduling, hunt and broadcast group scheduling, notification order, setting vacation replacements, etc.*

"Micromuse customers require an Enterprise class notification solution. The availability of AlarmPoint Server and AlarmPoint Enterprise now makes this a reality. Invoq's notification products fit seamlessly into the circle of products, services and training offered by Abilitec to ensure that our customers get the maximum benefit from their investment in Micromuse NetCool and Impact." - Mark Cowan, Managing Director

### About AlarmPoint® by Invoq Systems



Invoq's AlarmPoint products enable enterprises to maximize their investment in Business Service Management. IT Customers and IT Personnel alike can now access AlarmPoint's Web Interface, subscribe to service events, manage their own calendars and communication devices and most importantly receive and act on critical service alerts. AlarmPoint captures system events from monitoring applications and IT service management applications and routes the event in voice and text to any device in any language based on the preferences of the recipient. The recipient can update a ticket, take an action, escalate, or take other actions to cure the original event. AlarmPoint is resold by Micromuse and other fine firms. AlarmPoint is Netcool Ready, a 2003 IBM Tivoli Beacon Award Winner for Excellence in Systems Management, a BMC MarketZone product, Remedy Alliance Partner Product and Winner of the HP 2004 Achievers Award.

Invoq Systems, Inc. is the leading, fastest growing provider of interactive alerting software. Invoq's products enable companies to alert and interact with key personnel and ultimately to allow personnel to solve critical events and issues. Founded in April 2000, now with over 700 global enterprise customers, Invoq's AlarmPoint applications are quickly becoming the standard in Critical Event Resolution (CER). Invoq's singular focus on critical event resolution has enabled them to develop unrivaled domain expertise in every major category including network monitoring, application management, business continuity, employee safety, data center job scheduling, network security and help desk management. Our customers span across numerous industry verticals including financial services, energy, communications, life sciences, consumer goods, manufacturing, and the public sector.

To learn more, visit [www.invoqsystems.com](http://www.invoqsystems.com).



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