

NetIQ Customer Story



Executive Summary

Industry

Allianz Global Investors provides access to the specialized equity and fixed-income expertise of our affiliated institutional investment firms. Together, these firms manage more than \$630 billion and have a client list that includes more than half of the 100 largest corporations in America.

Business Situation

RCM required support to maintain 24/7 service, ensure uninterrupted financial trading, keep internal workflow fully operational and allow it to meet its SLAs.

Benefits

With the service and flexibility that AppManager provides, managers and business line employees are better able to meet their own performance targets.

Products

NetIQ AppManager® Suite

NetIQ AppManager Delivers Efficient System Performance at RCM

As part of Allianz Global Investors, UK-based RCM Ltd (RCM), provides a range of specialist investment products for its corporate clients. Supported by comprehensive, global fund market research, RCM relies on a sophisticated IT infrastructure to maintain the flow of information among its fund managers and investor customers.

With the strategic goal of consolidating its current market presence and developing its institutional product business, RCM is committed to achieving a range of ambitious customer service targets. Extensive network monitoring, diagnostics, advanced system analysis and automation already help the company proactively maintain good operational levels. However, central to achieving its targeted improvements are a number of Service Level Agreements (SLAs), implemented at a departmental level and within the contracts of third-party suppliers.

RCM implemented NetIQ AppManager, a leading performance and availability management software tool that enables the company to provide around-the-clock monitoring for their critical systems and applications.

"NetIQ AppManager represents the most reliable, easy-to-manage application monitoring tool on the market."

Alan Rowe, Head of IT, RCM

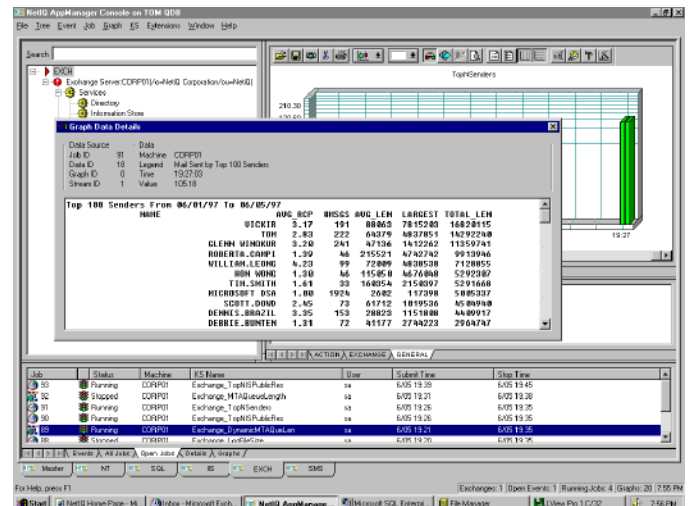
Unsurpassed Support

The RCM IT environment encompasses a remote data center. To simplify management of this facility, ensure centralized visibility of their performance and better manage the performance of multiple systems, the firm urgently needed a flexible, simple and reliable monitoring tool.

Alan Rowe, Head of IT for RCM, described the complexity of their environment. "RCM's network handles a variety of business critical applications," he explained. "It's extremely difficult for us to effectively manage this environment—and our business services—unless we have an accurate and complete understanding of the performance of our applications."

After completing a series of vendor tests involving a selection of competitive systems management tools, RCM chose NetIQ's AppManager to manage its Microsoft-centric infrastructure. The reasons for choosing AppManager were multiple. Through real-time monitoring of the company's applications, the software suite automatically alerts administrators via the application console as well as pager, phone or email, to any potential problems or network faults. AppManager highlights critical errors and enables RCM to take appropriate actions before they translate into operational problems.

Using NetIQ's centralized dashboard console, the IT team can also access detailed application service level reports from a single point of reference. Because the reports include details about memory capacity and user access, the team can better manage IT service quality. Moreover, the AppManager console gives RCM a clear indication of whether its IT services are meeting their SLAs in real-time.



AppManager lets you drill down and correlate resource usage with end-user activity.

Through the setting of internal policies, AppManager has helped eliminate the time-intensive job of collating and analyzing application information. By aggregating and customizing reports for RCM, the software supports the diagnosis and analysis of critical application issues. Rowe believes the capabilities afforded by NetIQ AppManager met their exacting requirements. "NetIQ AppManager represents the most reliable, easy-to-manage application monitoring tool on the market," he added. "It provides unsurpassed support for our Microsoft environment and allows us to customize our alert system to the specific needs of our business."

“The IT staff no longer spends inordinate amounts of time monitoring our IT infrastructure. Pinpointing system weaknesses is now a matter of checking or running a real-time report”

Alan Rowe, Head of IT, RCM

Better Reporting and Ease of Use

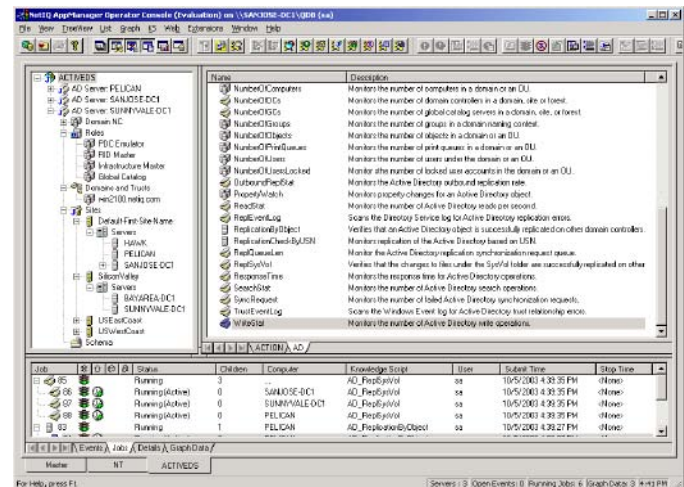
Using NetIQ AppManager’s single console, Rowe now finds fault monitoring and management a pain-free experience. The graphical interface has made it easier to identify faults or potential problems to guarantee a continuous and uninterrupted IT service. Moreover, AppManager’s reports provide the IT team with the basis for designing and measuring SLAs to help qualify the levels of IT service at both board and departmental levels. “The IT staff no longer spends inordinate amounts of time monitoring our IT infrastructure. Pinpointing system weaknesses is now a matter of checking or running a real time report,” said Rowe.

Faster Problem Resolution. Improved Productivity

By using NetIQ AppManager, RCM has been able to automate major steps in the service management lifecycle. The tool speeds and supports the assessment of network requirements, the team’s definition of SLAs, operational management and the review of metrics. The team also can manage rapidly and efficiently jobs such as server downtime monitoring, backup failures, database errors and Exchange server queues.

Gathering intelligence about the behavior of its infrastructure allows RCM to priorities team and technical resources appropriately, align staff with short and long-term business objectives, and take a more strategic approach to meeting its SLAs.

As Rowe explains, “The ability to find the root cause of any problem saves us incalculable time. Any issues that compromise our service are communicated as they happen, accelerating our decision-making and response time. Where management can be automated or downgraded as a priority, we dedicate resources elsewhere.”



AppManager provides a complete view of your entire Active Directory environment.

Conclusion

In the competitive and fast-paced financial services field, RCM's reputation relies on its ability to deliver its customers specific, tailored financial services and advice. To ensure that its fund managers—as the key players in the delivery of its core business—can meet their commitments to institutional investors, the company's IT team must deliver a reliable network service. Through NetIQ AppManager, the team is able to obtain critical intelligence about system performance, before business operations and customer service are affected.



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