



Caixa Catalunya

Caixa Catalunya Begins New IT Strategy with BSM

Organization

Caixa Catalunya
www.caixacat.es

Location

Barcelona, Spain

Industry:

Financial services

About the Organization

Caixa Catalunya is the third largest savings bank in Spain, with consolidated assets of more than 33 million euros and a network of 1,000 offices

Challenge

Quantify impact of IT issues on the business, with the aim of expanding the banking services offered to clients, guaranteeing 24x7 availability and improving levels of service

Key Benefits

- > Improved customer satisfaction and services by reducing response times
- > Ensured quality and availability of 24x7 banking services
- > Accelerated problem resolution and the ability to detect changes in the dynamic IT environment

Key Products Used

- > BMC® MAINVIEW for CICS®
- > BMC® MAINVIEW for DB2®
- > BMC® Performance Manager Express®
- > BMC® Performance Manager for Servers®

Challenge

Caixa Catalunya has developed a sophisticated information technology (IT) center that supports an infrastructure of 1,004 branches, 1,318 automated teller machines (ATMs), and a staff of more than 5,200. The company has been a pioneer in the field of technology, having implemented a contingency plan in 1996 when most financial organizations in the country had not even considered doing so.

When Caixa Catalunya migrated from Unisys to IBM, the company also realized it needed a more comprehensive set of tools for batch planning, managing its databases and monitoring its environment. The company chose BMC® Software solutions, which included products that supported its DB2 database needs, and BMC MAINVIEW mainframe management products that would be instrumental in successfully deploying the IBM platform. BMC Performance Manager infrastructure and application management solutions were conservatively put in place to begin the monitoring effort.

“We began with the focus of controlling platforms from an IT viewpoint only, using PATROL. It was introduced gradually, for certain elements, and we began to have a platform which allowed controlled basic elements on an IT level—on one side through BMC MAINVIEW, on the other through BMC Performance Manager and other in-house analysis modules,” explained Luis Marcos, Manager of IT Infrastructure for Caixa Catalunya.

“Two years ago we realized that, although we knew when there was an issue in the IT environment, we weren’t equipped to assess what problem was created on a business level. We realized that our gathered information helped the systems technicians, but was no use on a management level. Then we began to look for products that were capable of linking the issue from a technical viewpoint with the repercussions it would have on a business level, and thus be able to establish prioritization procedures, escalation and such,” said Marcos.

Customer’s perspective

“We needed a solution that would help us to monitor and manage our IT infrastructure and would notify us of issues and problems, evaluated in terms of their impact on business,” explained Marcos.

Solutions

To help Caixa Catalunya better relate its IT support to the business sector, BMC Software worked with Caixa Catalunya to implement the BMC Business Service Management (BSM) strategy. BSM provides an incremental approach to helping customers understand and meet their specific business needs. Using BMC Software BSM solutions, customers can identify the best technology solution to support their businesses and make the most of their current investments. Customers can deliver faster, more comprehensive and consistent services, increase revenue opportunities, lower the cost of ownership and reduce the risk of unnecessary IT expenditures.

In 1998, Caixa Catalunya and Accenture (a BMC Software business partner) had established Informació y Tecnología de Catalunya (ITC) with the goals of improving service quality and reducing costs. The ITC service center ensures the support and maintenance of the IT operations performed by Caixa Catalunya and also offers services to third-party customers. ITC was a strong advocate of BSM, and in 2004 Caixa Catalunya implemented a three-month BSM pilot project utilizing a targeted range of BMC Software solutions. The pilot project would verify whether BMC Software tools could provide the long-term IT business support the company sought.

Catalunya was immediately pleased with the ease of implementation, which directly impacted time and costs during the pilot period. And, according to Marcos, because implementation was achieved quickly, it was easier to measure results compared to objectives. “We see it as a definite advantage to have tangible results from a three-month project,” said Marcos. “BSM is now key for us; in this pilot phase, we are already

capable of monitoring the processes that affect our branch offices, ATMs and SWIFTNet [the advanced IP-based messaging service].”

The pilot project results will play a key role in determining the level of BSM expansion into the company infrastructure. “If the result continues to be as positive, we will continue to broaden our BSM strategy. There are other platforms that are important to us and that affect our final level of service to the client,” said Marcos.

Marcos believes the company will continue advancing along the path begun with the BMC Software BSM strategy. “The next project will be implementation of online banking, which also requires monitoring on a business level, as these are the basic platforms that affect our clients. Branch offices, ATMs, online banking, telephone banking and third-party verification (TPV) are our five key areas which must be carefully managed—and the development of additional business depends upon their success.”

Customer’s perspective

“Within a year of implementation we have recovered the initial investment we made in the product, an excellent ROI [return on investment]. On a service level, all our tools now perform above 99.9 percent. For example, our batch processes have never exceeded the online bandwidth [since implementing the recent BMC Software solutions],” offered Marcos.

Results

- > Improved customer satisfaction and services by reducing response times
- > Ensured quality and availability of 24/7 banking services
- > Accelerated problem resolution and the ability to detect changes in the dynamic IT environment, by monitoring all processes

Customer’s final words...

“Each day, Caixa Catalunya is improving its work methodologies thanks to the BSM support of BMC Software, which allows us to improve our competitive advantage and levels of availability and service to the client,” concluded Marcos.

“Within a year of implementation we have recovered the initial investment we made in the product, an excellent ROI [return on investment]. On a service level, all our tools now perform above 99.9 percent. For example, our batch processes have never exceeded the online bandwidth [since implementing the recent BMC Software solutions].”

Luis Marcos
Manager of IT

About BMC Software
BMC Software helps IT organizations drive greater business value through better management of technology . Our industry-leading Business Service Management solutions ensure that everything IT does is prioritized according to business impact, so IT can proactively address business requirements to lower costs, drive revenue, and mitigate risk. BMC solutions share BMC Atrium technologies to enable IT to manage across the complexity of diverse systems and processes — from mainframe to distributed, databases to applications, service to security. Founded in 1980, BMC Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT. For more information, visit www.bmc.com.

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