



66% fewer outsourced events

€275,000 saved annually

20% fewer after-hours calls



Société Générale

INDUSTRY

Financial Services

CHALLENGE

Reduce the number of outsourced events and alerts to cut costs without degrading service quality.

SOLUTION

BMC ProactiveNet Performance Management provides single-platform performance monitoring and management across the entire IT infrastructure.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.

BMC – Bring IT to Life

Leading European bank Société Générale boosts service quality and cuts outsourcing with superior performance management

BUSINESS CHALLENGE

As a multinational financial services company, Société Générale's corporate strategy focuses on driving efficiencies and leveraging new technologies to reduce costs across the enterprise. That focus presented both a challenge and an opportunity to the Global Technology Services (GTS) group, which had outsourced event handling to a third party. Reducing the number of outsourced events could translate into a substantial savings—but not if that reduction diminished the quality of service.

BMC SOLUTION

GTS implemented BMC ProactiveNet Performance Management to streamline and automate event handling. With dynamic baselining, the team now avoids false alerts as the system learns the patterns of user demand. Predictive analytics help them get ahead of potential problems before the impact is felt. Intelligent event correlation enables them to diagnose more complex problems faster and easier. As a result, productivity is up, costs are down, and there is less stress on the GTS staff.

BUSINESS IMPACT

With ProactiveNet providing a single platform for monitoring performance and availability as well as managing events, the staff is realizing remarkable results.

- Dynamic baselining and intelligent event correlation **reduced the number of events outsourced by 66%**, saving €250,000 to €275,000 a year.
- Automation enabled the existing staff to **absorb a 66% increase in systems monitored**.
- Predictive alerts and proactive response **cut the number of after-hours calls by 20%**, saving time and improving morale.
- Automation and built-in support for new technologies such as cloud give the staff the **agility to respond to the needs of the business**.
- Service impact management capabilities **automatically prioritize and manage events based on business impact**.

“Our users are constantly asking for new technologies, and it's essential that we be able to monitor those technologies as soon as they go into production,” said Philippe Peter, expert architect and monitoring community leader at Société Générale. “For example, we're building an internal cloud to enable automatic provisioning of servers and software. We are also provisioning the monitoring infrastructure that goes with it. We're able to do that with ProactiveNet.”