

Principality Building Society

PRINCIPALITY
BUILDING SOCIETY

"Enterprise Alert has allowed us to link our Operational Monitoring & Incident Management systems, to the people who can deal with issues that would impact upon delivery of service to customers."

Marc Jones, Principality



Background

Principality is the UK's 7th largest building society, with over £6 billion in assets. Principality is a mutual building society owned by and run for the benefit of its 500,000 members aiming to give them consistently good value with attractive savings and mortgage rates.

Business Challenges

Principality was looking for reliable incident notifications that should be delivered to the correct person via the correct channel. This included the handling of on-call rotas and 3rd party contact center personnel. The solution needed to integrate with Microsoft System Center Operations Manager, Service Manager and Orchestrator.

Respond to incidents in
time

Derdack product that was selected

Principality has decided to implement Enterprise Alert[®] because of the reliable notifications and reporting mechanism the product offers. The flexibility to manage out of hours schedules, e.g. disabling of alerts during maintenance periods, also was an important factor. Another benefit of choosing Derdack's Enterprise Alert[®]

proved to be the seamless 2-way integration with Microsoft System Center.

How/where the product was deployed

Derdack and its UK partner AKCSL have worked together to deploy and maintain Enterprise Alert[®]. To facilitate a process for out of hours incident escalation, Enterprise Alert[®] is integrated with System Center Service Manager 2012 SP1 and Orchestrator 2012 SP1 to escalate specific incidents from business critical servers. The process starts with an incident in System Center Service Manager which triggers a runbook in Orchestrator. This runbook checks the incident severity and adjusts the incident's priority. Based on this priority a workflow within Service Manager forwards the incident to Enterprise Alert[®] for an automated alert notification and escalation workflow. Alert notifications are submitted, tracked and escalated via Microsoft Lync and email.

What business benefits has the client enjoyed as a result

Previously, there was no guaranteed delivery of out of hours notifications. Since implementing Enterprise Alert[®], on average there have been 5 incidents per month escalated which required attention (average of 25 per month generated). This represents a crucial improvement in speed and

Client

Principality Building Society, United Kingdom

Industry

Financial Services (IT)

Business challenge

- Be aware of critical incidents during out of office hours
- Incident notifications to the correct person
- Integration with Microsoft System Center

Business benefits

- IT on-call personnel is aware of critical incidents in real-time
- Guaranteed delivery of critical incident alerts during out of office hours
- Response improvement for the 20% most critical incidents

Learn more

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accuracy of response for the most critical
20% of all incidents.

Reliable notifications for the most
critical

20%

of all incidents

Marc Jones explains: "Enterprise Alert® has allowed us to link our Operational Monitoring & Incident Management systems, to the people who can deal with issues that would impact upon delivery of service to customers. As a business where customer service is at the forefront of what we do, this ensures that we are informed and able to respond to critical incidents in a timely manner."

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