

KAS BANK

Automation of incident alerting



„We can see the amount of standby-calls during night shifts have drastically dropped!“

Willem van der Poel, SCSM, SCOM and Orchestrator Engineer, KAS BANK

Background

KAS BANK N.V. is the European specialist for the safekeeping and administration of securities and high-end risk and reporting services. From offices in Amsterdam, London and Frankfurt am Main KAS BANK services more than 90 markets and has a total of 700 employees.

Situation

Before the implementation of Deraldack, KAS BANK had a dedicated department working 24/7 and in 3 shifts for monitoring incidents created by SCOM. This wasn't effective enough. Looking to improve efficiency and to reduce standby costs of engineers, KAS BANK was looking to automate incident alerting on top of a Microsoft System Center ITSM stack. The desired solution needed to integrate with SCOM, SCSM, SCO, Active Directory, Solarwinds and Skype for Business while providing alerting with tracking and escalation via voice, text and email.

“Our goal was to automate the notification for a monitoring system in place.”

Solution

Enterprise Alert is now used to automate incident alerting from SCOM. SCOM reports critical failures in applications and hardware to SCSM which creates incidents. New incidents are picked up by Enterprise Alert which then notifies responsible and appropriate engineers on duty. To find the right engineers during after business hours,

Enterprise Alert uses the integrated on-call schedules. Additionally, during business hours Enterprise Alert informs affected business departments through an automated voice call to a central department-related phone. Previously, these phones were called manually by the Service Desk to inform them about outages. There are currently two IT departments (Infrastructure and Applications) with about 50 people using Enterprise Alert.

Benefits

KAS BANK enjoys a range of benefits.

1. Incident alerting is now automated and reliability of alerting standby operators has increased.
2. KAS BANK significantly reduced the amount of alerting noise and unnecessary calls by filtering out less severe alerts. With the help of Enterprise Alert, only critical incidents are notified during after business hours.
3. Duty scheduling became much more efficient and KAS BANK could drop cumbersome ways of using Outlook calendar sharing and custom Sharepoint solutions. Enterprise Alert provides a central and easy way of planning and seeing who is on call, especially in cross-department scenarios.
4. Being connected to SCSM, Enterprise Alert acts as an alerting hub and creates alert notifications for all monitoring systems feeding into SCSM.

Client

KAS BANK N.V. - The Netherlands

Industry

Financial Services

Business needs

- Automate incident alerting during out-of-business hours
- Reliable, multi-modal alerting with tracking & escalations
- Integrate with the System Center ITSM stack

Business benefits

- Significantly reduced alerting noise
- Reduced cost for engineers on 24/7 shifts due to less incident assignments
- Centralized incident alerting
- Improved duty scheduling and management

Learn more

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