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U.S. CORPORATE CREDIT UNIONS



NETREO CUSTOMER SUCCESS STORY

America's Largest Corporate Credit Union Achieves 99.999 Percent Uptime on its Corporate Computing Infrastructure Using Netreo's OmniCenter centralized Network Diagnostic and Reporting Platform



"HP OpenView is a great system management product, but it didn't fit us very well. Only our top systems engineers had the expertise to manage and keep it up to date, so it became a very costly solution. Our third-party reporting solution was also costly compared to Netreo's OmniCenter. The math is easy: We've saved a bundle by switching to Netreo's centralized OmniCenter network diagnostic and reporting platform."

-- Sajid Shamim, Director, Network Services, WesCorp

Organization:
Western Corporate Federal Credit Union (WesCorp)

Industry:
Non-profit, Credit Union

Location:
San Dimas, California

Applications:
IT Management and Performance Management

Netreo Products Used:
OmniCenter™ Version 5

Member of



AMERICA'S
CREDIT UNIONS™

BUSINESS CHALLENGE: Western Corporate Federal Credit Union, commonly known as WesCorp, received its federal charter in 1969. WesCorp is America's largest corporate credit union with \$25 billion in assets and 1,000 member credit unions. WesCorp provides a full range of services designed to enable its members to operate independently of the commercial banking system. Among these services are financial, investment, credit, funds-transfer, payment and settlement services.

In 2003, WesCorp faced a serious challenge. Due to increasing business and new regulatory and legislative requirements, WesCorp's computing infrastructure grew from 55 servers to more than 300 servers within a very short period of time. This dynamic network environment became more and more difficult to manage.

"Our business depends on and our customers expect 100 percent uptime. Disk space usage, memory utilization, early identification of network traffic bottlenecks are all variables that we need to have a handle on in order to maximize system usage and availability,"

explained Sajid Shamim, WesCorp's Director of Network Services. "When our network was smaller, our IT department could manually keep track of the myriad system status parameters. But we came to a point in time a few years ago when that was no longer possible."

Initially WesCorp implemented a version of HP OpenView and a third-party reporting tool to address the new challenges of monitoring and reporting on system usage.

"HP OpenView is an excellent product, but it was just too complex for our basic requirements," Shamim said. "Only our senior system engineers had the expertise needed to maintain and update OpenView. Because it is such a complex product, they were spending their time maintaining OpenView instead of doing their primary jobs."

Similarly, the reporting tool that WesCorp had chosen to use alongside OpenView took too much effort and resources to get the basic results they wanted. Instead of meeting the initial challenge, WesCorp realized they had actually compounded the problem.

"Everyone in IT can now generate reports and understand them effortlessly. Before, only techies could decipher what was going on."

"We can use OmniCenter both reactively and proactively. When a value is reaching a certain threshold, multiple people are notified, whether by email or cell phone text message."

"Thanks to OmniCenter, we can now proudly report 99.999 percent uptime."

WHY OMNICENTER? After considering several options, WesCorp found that Netro's OmniCenter™ had all the functionality they needed with fewer administrative demands at a fraction of the cost of alternative solutions.

"We had three primary requirements: lower cost, ease of use and drill-down capabilities within the reporting function," Shamim added. "In short, we needed a cost-effective solution that would give us fast, easy-to-use information about system usage and allow us to do simple system diagnostics when something went wrong."

Instead of tying up valuable time of senior engineers, OmniCenter is easy enough to use that even less experienced computer operators are able to take full advantage of the system. OmniCenter's simplicity and user-friendly design have also enabled more people throughout the organization to access and use system information.

"Everyone in IT can now generate reports and understand them effortlessly. Before, only techies could decipher what was going on," Shamim said.

Shamim believes that WesCorp has also benefited from OmniCenter's extensive drill-down capabilities that enable his group to pinpoint factors that contribute to system inefficiency and help them diagnose problems faster and more definitively.

"We can use OmniCenter both reactively and proactively," Shamim said. "Before OmniCenter it took us awhile to realize that something was about to go wrong."

Now when a value is about to reach a certain threshold, multiple people are notified, either by email or cell phone text message, and the problem is quickly resolved."

LOWER TOTAL COST OF OWNERSHIP: WesCorp realized immediate cost benefits with OmniCenter, and generated positive ROI after making the transition. Compared to large up-front costs plus monthly licensing fees, Netro offers a monthly licensing fee that is comparatively much lower than alternative solutions.

"HP OpenView turned out to be an expensive product for us, especially since we did not need all of its capabilities and features," Shamim observed. "Our third-party reporting solution was also costly compared to OmniCenter. The math is easy: We've saved a bundle by switching to Netro's centralized OmniCenter network diagnostic and reporting platform."

99.999% UPTIME: Just as important, OmniCenter's ease of use and its simple but powerful reporting and notification functions have significantly increased WesCorp's system uptime, a factor that is extremely critical in the credit union world where even one minute of downtime can mean a loss of thousands of transactions and dollars.

"For certain essential systems we cannot afford any downtime, not even 10 minutes. Thanks to OmniCenter, we can now proudly claim 99.999 percent uptime. Given the number of servers that we maintain and our limited resources, this is truly amazing. In fact, this is what differentiates WesCorp from many other corporate credit unions."



BENEFITS TO THE ORGANIZATION

- System uptime now the highest in the industry at 99.999 percent, and administrative and labor costs have been dramatically reduced.
- Enhanced visibility across multiple silos of information from one platform -- at a fraction of the cost of alternative solutions.
- WesCorp's Computer Operations department now manages IT monitoring functions, freeing up systems engineers for other tasks.
- Multiple individuals receive real-time messages when a server or other device/service is not functioning; ensures quick reaction; if one person is not available, the problem escalates to the next person.
- Reports are available and easy to use and understand. Individuals can view data and drill down into the data depending on their needs.

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