



# FIDUCIA IT AG

» Delivering unprecedented insight into middleware performance in support of Germany's leading financial institutions

## BEFORE

- » No system for middleware monitoring
- » Challenge to optimize performance in complex middleware environment
- » Difficult to pinpoint problems
- » Need to minimize service disruptions
- » Requirement to react faster to issues

## AFTER

- » Continuous, hands-free means of monitoring the middleware platform
- » Immediate access to status updates and details of middleware infrastructure
- » Improved control over financial applications and service levels
- » Increased productivity
- » Reduced time-to-resolution during root cause analysis
- » Real-time and historical data available to support problem determination and performance analysis while meeting all compliance mandates



## GEOGRAPHY

Germany

## INDUSTRY

Information Technology

## SOLUTIONS

BMC Middleware Management

Find and fix middleware problems quickly. Minimize risk and meet service levels. These two brief statements sum up the immense value that BMC Middleware Management is delivering to Fiducia IT AG, one of Germany's leading IT service providers. The company has been using the BMC monitoring solution for almost a decade to automate the management of its IBM WebSphere MQ middleware implementation. By adopting a proactive approach to optimizing middleware performance, Fiducia is able to reliably satisfy the needs of many of the country's top financial services institutions.

## PROVISIONING IT SERVICES FOR THE FINANCIAL SECTOR

The Fiducia Group supports some 770 cooperative banks — credit unions such as the 'Volksbanken' and 'Raiffeisen' banks — as well as private banks and cooperative central institutes. This makes it a giant in the provisioning of technology services to the financial services sector. The company supports approximately 100,000 staff at customers' sites, manages more than 69 million accounts, processes 18.3 billion transactions per year, and operates one of the world's largest multiprotocol label switching networks. The heartbeat of these services is a z/OS platform (running 60,000 MIPS), some 9,772 UNIX servers, and IBM WebSphere MQ V7.

As a leading service provider for many of Germany's largest and most prestigious financial services organizations, Fiducia needed to optimize the performance and administration of its IBM WebSphere MQ middleware environment, and understand the impact of any potential degradations in service delivery.

“Middleware is the cornerstone for integrating disparate systems across Fiducia to deliver business services,” explains Rainer Pfeiffer, systems engineer at Fiducia Group and a specialist in transaction monitoring. “IT departments traditionally monitor, diagnose, and address middleware and business transaction issues in silos. Viewing the environments without the context of the enterprise as a whole can lead to increased costs, wasted skills, and lost time. Fiducia needed to address that critical context, minimize service disruptions, and find quicker resolutions when problems did occur.”

### MEETING STRINGENT SERVICE LEVEL AGREEMENTS

A core service of Fiducia is financial transaction processing. Fiducia’s partner organizations — which include many of Germany’s insurance companies, banks, and mortgage providers — need to provide online transaction data in a matter of seconds to their customers, such as those 770 cooperative banks. These transactions may include bank cash systems, account information systems, credit checks, and customer banks’ core business-specific applications. Any delay to the processing of that data could result in a breach of the service level agreement (SLA) and severe penalties being imposed. Moreover, if the response from the partner organizations is not forthcoming within one minute, the session is timed out.

It’s a challenge to optimize performance in such a complex environment. Many financial applications are run across computing platforms, share infrastructure and data with other applications, and communicate through middleware. The distributed nature of applications requires that all layers of the application services stack, including transactions, be managed to ensure operational efficiency. Although middleware connects applications with the network and back-end data servers to process transactions, it is often complex and can run through both software and hardware appliances. With so many moving parts, it can be difficult to pinpoint problems and understand the business impact.

For the past eight years, one software solution has stood head and shoulders above many other technologies for the quality and importance of the service it provides at Fiducia. BMC Middleware Management has been the bedrock of ensuring application performance and business service delivery across Fiducia. By automating the management of the company’s IBM WebSphere MQ middleware performance, administration, and transactions, this best-of-breed

technology provides Fiducia with immediate access to status updates and details of the middleware infrastructure. BMC Middleware Management is also increasing productivity and reducing time-to-resolution during root cause analysis.

### SHINING A LIGHT INTO MIDDLEWARE

One of the key components of the BMC Software solution is BMC Application Transaction Tracing, which provides Pfeiffer and his team with complete visibility and control of their financial applications and service levels. It provides “hop-to-hop” visibility of the entire MQ messaging infrastructure, proactively

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SYSTEMS ENGINEER  
FIDUCIA IT AG

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identifying problems and pinpointing the specific technology tier where the problems are occurring. Real-time information on performance and business impact is visible on transaction dashboards, allowing the Fiducia team to react quickly and minimize any potential disruption.

It's easy to use too. Dashboards show the location of application latency so that Pfeiffer's team can immediately begin problem resolution based on the root cause analysis provided by BMC Middleware Management. Both real-time and historical data is available to support problem determination and performance analysis. Moreover, BMC Middleware Management indicates when a financial transaction arrives at the "border" and accounts for the time taken to process and return that request. This allows the team to quickly generate audit reports for partners featuring detailed timestamps for every transaction to show SLAs are being met. "End-to-end message tracking reports show when the message was first written, the route it took, and when it was delivered to its final destination," he says.

### ENHANCED SERVICE QUALITY

Although the solution is valuable for the time it saves — Pfeiffer estimates that the automated monitoring process saves hours per day — the real value is in the enhanced service quality. Fiducia now has a continuous, hands-free means of monitoring the middleware platform, allowing the organization to keep one step ahead of problems, and deliver reliable, high-performance services to the German banking community.

"BMC Middleware Management is undoubtedly reducing complexity and cost," says Pfeiffer. "It's clear that transaction monitoring will lead to significant savings for our customers."

Pfeiffer and his team have no problem to showcase the technology too. "We show the solution to other BMC Software customers. We sometimes host site visits and put the solution through its paces. When you have an accomplished technology like BMC Middleware Management, we can showcase it, if requested."

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## ABOUT FIDUCIA IT AG

Fiducia IT AG is the largest IT services provider in the German cooperative financial system. The company's core business is the provision of IT services for credit unions—in other words the 'Volksbanken' and 'Raiffeisen' banks—as well as for private banks.

## BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across distributed, mainframe, virtual and cloud environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended September 30, 2011, BMC revenue was approximately \$2.2 billion. Visit [www.bmc.com](http://www.bmc.com) for more information.

