



1,500 core systems managed

50% drop in incidents and MTTR

10x faster incident response



## China Pacific Insurance (Group) Co., Ltd

### INDUSTRY

Insurance

### CHALLENGE

Better meet business priorities and SLAs for a growing business.

### SOLUTION

BMC ProactiveNet Performance Management, BMC Event and Impact Management, and BMC Remedy IT Service Management automate monitoring, event management, process management, and configuration management.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.  
**BMC – Bring IT to Life**

# China Pacific Insurance slashes service incidents and mean-time-to-repair by 50% for its 80 million asset management customers

## BUSINESS CHALLENGE

China Pacific Insurance (Group) Co., Ltd. (CPIC) serves 80 million customers with its diversified portfolio of life and property insurance products and services. To better meet priorities and SLAs for its growing business, IT needed to transform its approach to system monitoring and management. This involved reengineering monitoring and management methodologies, aligning the service desk with ITIL® guidelines, and taking a more intelligent and proactive service management approach based on business needs.

## BMC SOLUTION

China Pacific worked closely with BMC to align its IT service management (ITSM) and monitoring processes with business needs from the infrastructure level to the service desk, a strategy supported by BMC ProactiveNet Performance Management, BMC Impact and Event Management, and BMC Remedy IT Service Management Suite.

## BUSINESS IMPACT

BMC solutions have helped CPIC's IT group become a business-oriented organization that manages system operations based on business priorities. IT now proactively monitors and manages the entire IT environment—including system infrastructure and application-level transactions—from a single unified platform.

- Centralized monitoring **eliminates firefighting** by automatically keeping tabs on 1,500 core systems, databases, middleware, and applications.
- Process standardization and centralized management have **increased efficiency, cut costs, and boosted overall performance.**
- Integrated BMC solutions have **reduced the number of management platforms from 6 to 1**, simplifying management and reducing costs.
- The number of incidents and mean-time-to-repair (MTTR) have both **dropped by 50 percent.**
- Average incident response time **dropped from 300 to 30 seconds.**

“By adopting BMC solutions our IT has become more business oriented,” says Cai Jian, head of the China Pacific monitoring department. “This has helped IT managers address problems in line with our business priorities and has ensured that our IT investments are supporting our business goals.”