



9,000 staff hours saved

94K+ event responses automated

Slashed resolution times



Transamerica

INDUSTRY

Finance: Insurance, Retirement Planning

CHALLENGE

Apply automation strategically to drive out costs, reduce risk, and increase business agility.

SOLUTION

BMC BladeLogic Server Automation, BMC Remedy ITSM, and BMC Atrium Orchestrator automate compliance and event management.

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

Transamerica delivers financial services to 20MM+ people worldwide and streamlines compliance with strategic automation

BUSINESS CHALLENGE

Transamerica Life Insurance Company, part of the Aegon Group, provides a variety of financial services—from life insurance to retirement plans—to more than 20 million people worldwide. As part of a corporate-wide focus on operational excellence, Transamerica's Global IT organization is constantly seeking new ways to boost efficiency while remaining agile, innovative and one step ahead of shifting customer expectations. Their challenge is further complicated by a continual stream of new and ever more demanding regulatory compliance standards governing the industry. The task of maintaining and demonstrating compliance with multiple standards needs to be done fast and consume as few resources as possible.

BMC SOLUTION

Global IT is leveraging BMC BladeLogic Server Automation and BMC Remedy IT Service Management (ITSM) Suite to power an intelligent closed-loop compliance process that validates compliance; identifies, fixes, and revalidates out-of-compliance servers; and creates audit reports. Additionally, the staff uses BMC Atrium Orchestrator to enable event-driven automation, eliminating manual efforts that consumed much staff time in the past.

BUSINESS IMPACT

The IT staff is applying automation strategically and in creative ways to drive efficiency, minimize risk, and enhance business agility. The resulting wins have transformed Transamerica's business, empowering the company to innovate and, as a result, increase competitiveness.

- The closed-loop compliance process has **slashed resolution times for compliance issues** from days or even weeks to minutes.
- The compliance process has also **reduced the auditing preparation effort** from six people working in a room for a week to one person spending just a few hours.
- In the first seven months, automated event response handled 94,273 events and **saved more than 9,000 hours of staff time**.
- Event-driven automation has reduced the load on the level-2 staff, **freeing staff time for more strategic activities**.

“The real story here is about transforming the mindset,” says Chris Blanks, top technical automation specialist at Transamerica. “We’ve gotten past being reactive and we’ve moved into proactive mode. And that has put our team on a whole new level with respect to serving Transamerica customers.”