



<2 months to implementation

500+ performance metrics controlled

User-centric performance monitoring



Banque Société Générale Vostok

INDUSTRY

Financial Services: Banking

CHALLENGE

Monitor performance of the IT infrastructure and supported business processes to ensure high-quality service.

SOLUTION

BMC ProactiveNet Performance Management and BMC Transaction Management provide centralized monitoring from end-user workstations through applications and infrastructure components.

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

BMC – Bring IT to Life

Banque Société Générale Vostok of Russia delivers failure-proof banking services for 260K+ customers

BUSINESS CHALLENGE

Banque Société Générale Vostok (BSGV), part of the Société Générale Banking Group, was one of the first foreign banks to obtain a general license from the Bank of Russia. To capitalize on this opportunity, BSGV needed an uninterrupted and failure-proof IT infrastructure. The bank created a management and monitoring system to provide IT and business units with detailed metrics to monitor performance, identify service degradations, and trace problems to their root cause.

BMC SOLUTION

BSGV implemented centralized monitoring based on BMC ProactiveNet Performance Management and BMC Transaction Management. The solutions provide visibility into IT infrastructure and day-to-day business functions, and help IT proactively detect and analyze problems in network, hardware, and software performance to address root causes quickly.

BUSINESS IMPACT

IT can now fully monitor the reliability and performance of IT services and applications from an end-user point of view within branches across Russia, and solve problems in areas such as response times and number of transactions or documents processed per minute before they impact users.

- Comprehensive monitoring has **reduced costs and increased IT service availability and quality.**
- User-centric performance monitoring helps **identify problems that might not be detected by infrastructure monitoring alone.**
- Early detection enables IT to **resolve problems before they affect users.**
- Visibility into the connection between monitored objects and the business processes they support **increases the transparency of IT to the business.**

“We are responsible for the quality of services we provide, and maintaining high quality would be impossible without control and monitoring,” says Jill Blancharit, BSGV IT department director. “Now I submit a report on a weekly and monthly basis to the business units showing rates of availability of the network in all branches, availability of equipment, and other metrics. Moreover, when employees know that their work is checked, it makes them work better.”