



Multiplying IT Ops Efficiency with HPE OpsBridge - Customer Successes at Beiersdorf & Swiss Mobiliar

October 19, 2016

Brought to you by



Hewlett Packard Enterprise



Hosted By



Robert Linton
V.P. Application Lifecycle Management
CorTechs Inc.
TQA and US Federal SIG Leader



Today's Speakers



Thomas Kresalek
Manager IT Service Processes
Beiersdorf



Daniel Boschbach
Engineer
Swiss Mobiliar



Housekeeping

- This “LIVE” session is being recorded
Recordings are available to all Vivit members
- Session Q&A:
Please type questions in the Questions Pane



Webinar Control Panel

Toggle View Window between
Full screen/window mode.

Questions



Business Value Dashboard @ Die Mobiliar

Operations Bridge – Journey to Business Value

Daniel Boschbach

Information Evangelist @ die Mobiliar

Stefan Kaltenrieder

Monitoring Visionary + Strategist @ die Mobiliar

«If you can't measure it, you can't improve it.»
Peter Drucker

Agenda

1. **Die Mobiliar – Facts & Figures**
2. **Monitoring Model – What monitoring and aviation have in common**
3. **Dashboard – Centralized control due to a global perspective**
4. **Measurable Benefits – Reduced MTTR and less Major Incidents**
5. **Business Value Dashboard – Integrating Efficiently for the Business**

Die Mobiliar

Switzerland's most personal insurer

- founded 1826
- legal form of a cooperative association (mutual company).
- Switzerland's number one insurer of household items, business and pure risk life insurance.
- close to customers throughout the country thanks to around 80 general agencies at 160 locations.
- over 1.7 million insured persons or firms.
- over 4,600 employees and 300 trainees.

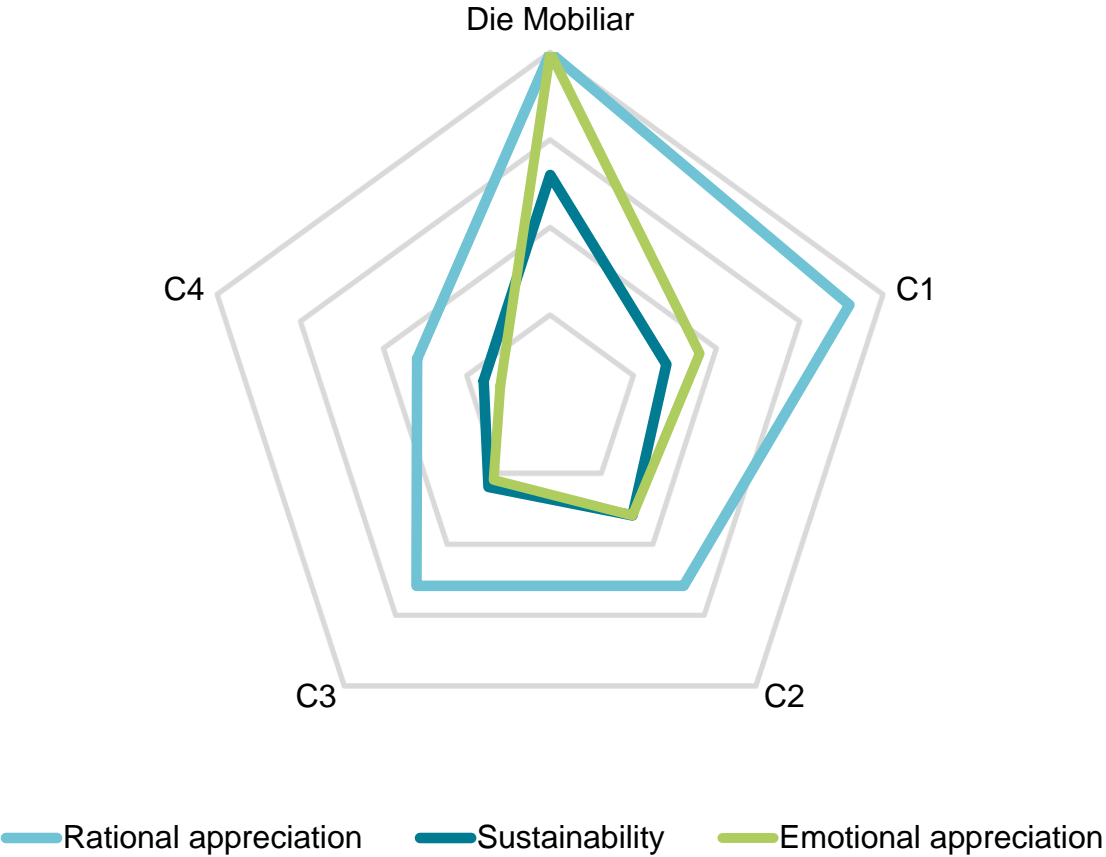


13x continuously 2003-2015



Die Mobiliar

Reputation in comparison to competition

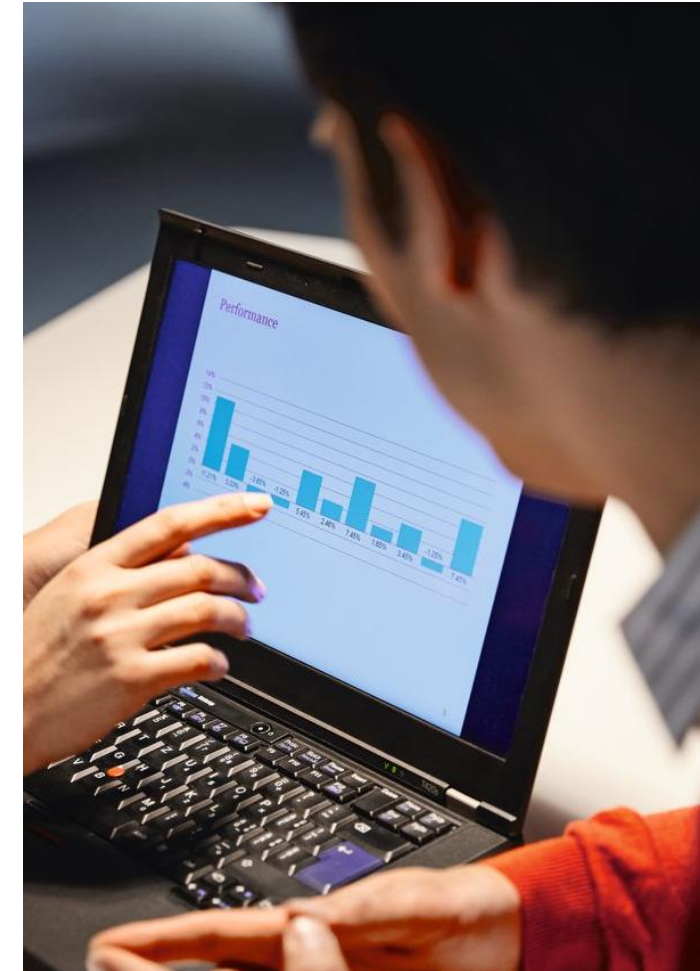
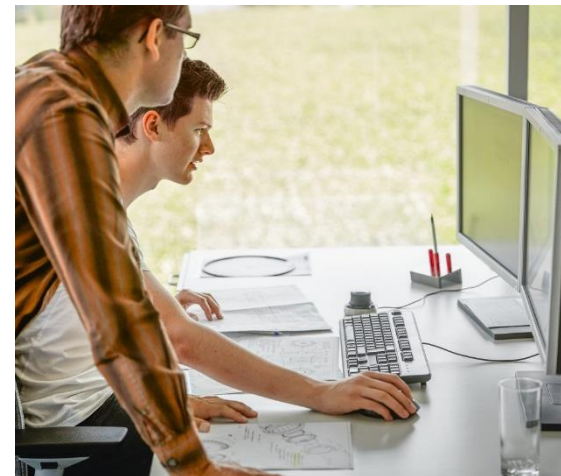


Source: GfK Business Reflector 2015

Die Mobiliar

Deploy and Run innovative technologies for efficient business processes

- Systems: iOS, Linux, Windows and z/OS
- 5000 Servers, 5000 Notebooks, 1800 iPhones, 300 iPads
- DBMS: Oracle, DB2, IMS, MS SQL Server, Neo4j
- Standard-SW (ArcGIS, SAP, BO, Siebel, COR Life etc.)
- Many home-grown applications

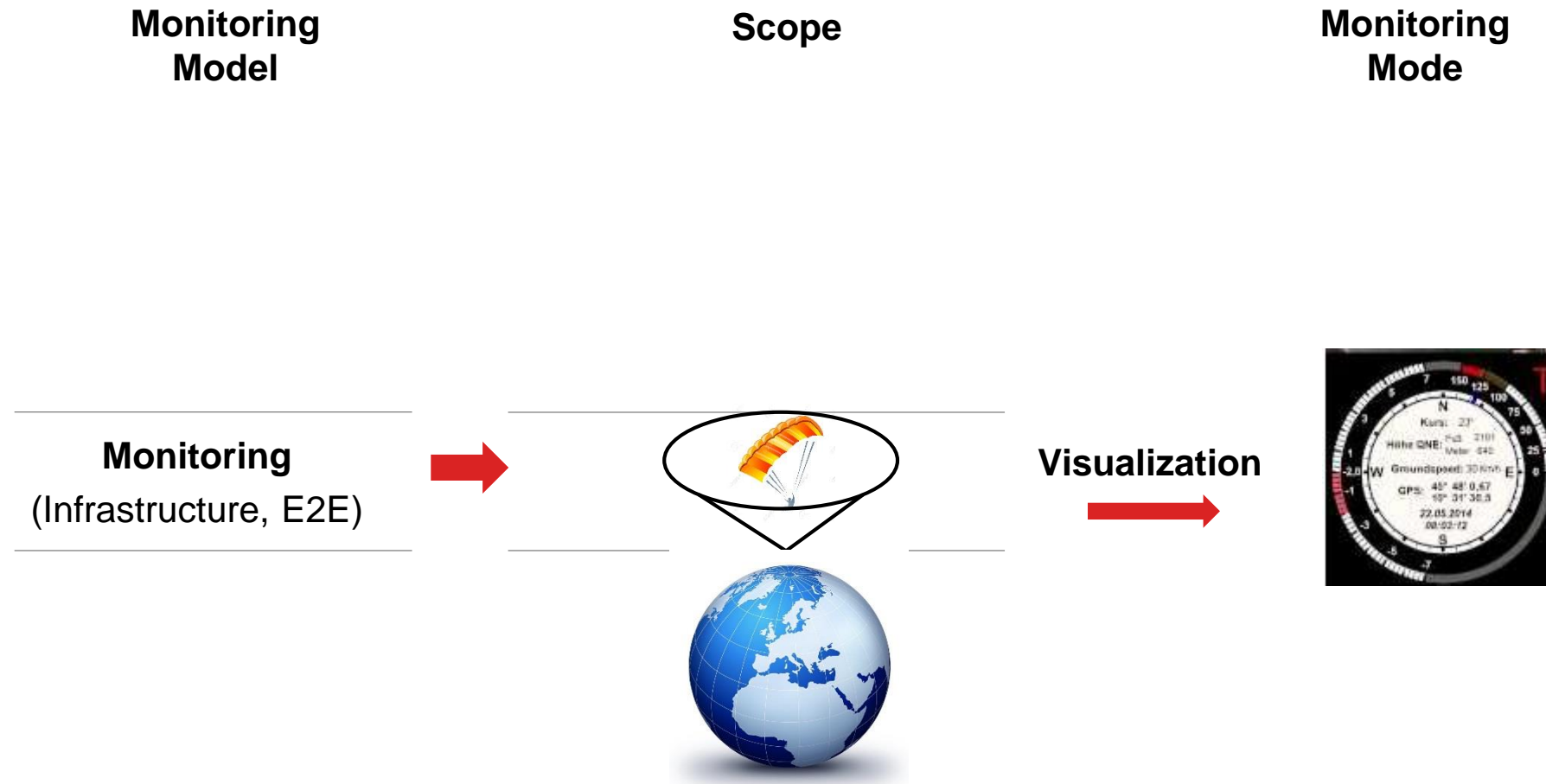


«The most important thing in communication is
hearing what isn't said.»

Peter Drucker

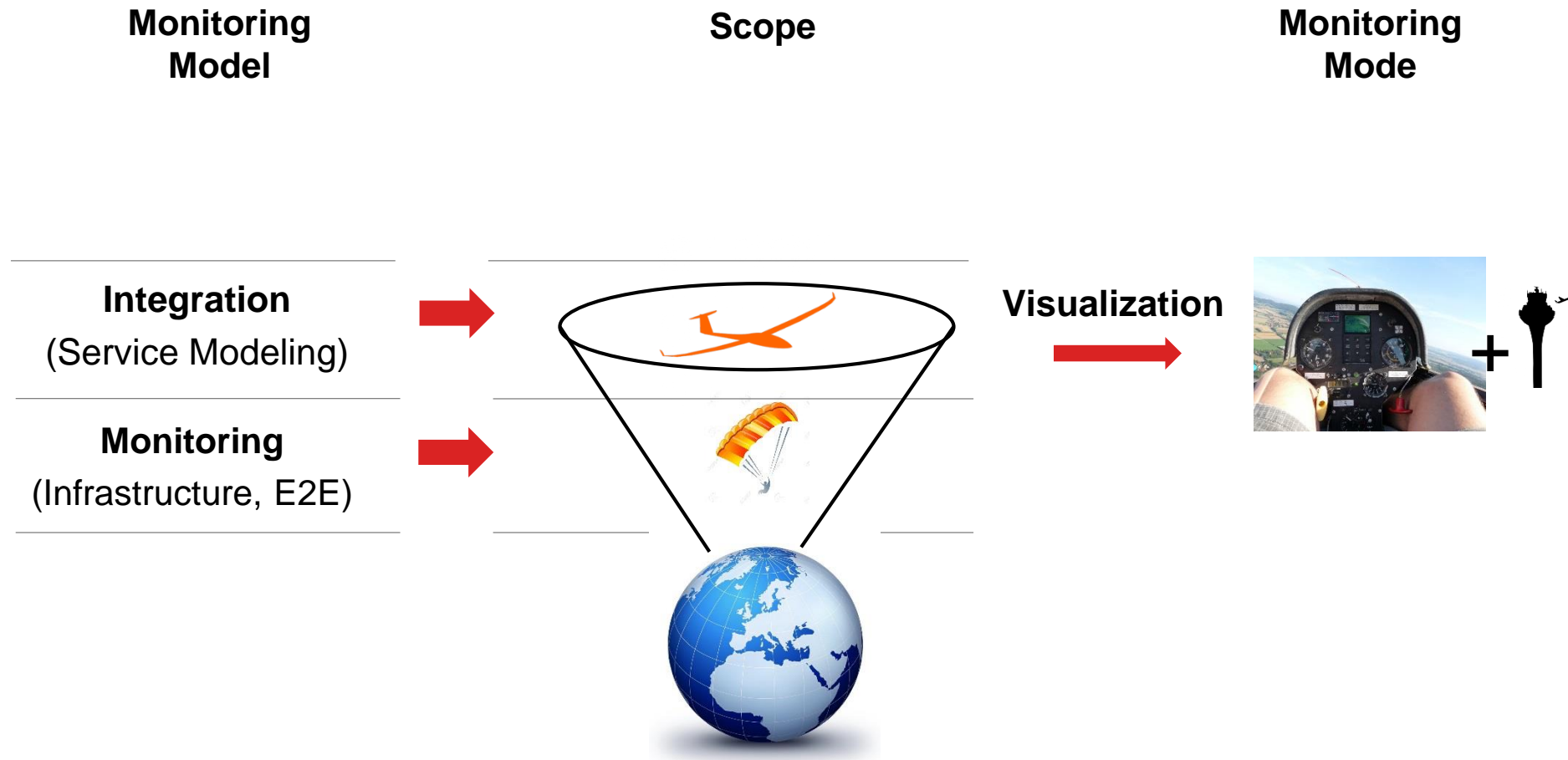
Monitoring Model

Monitoring layers, an aviation analogy



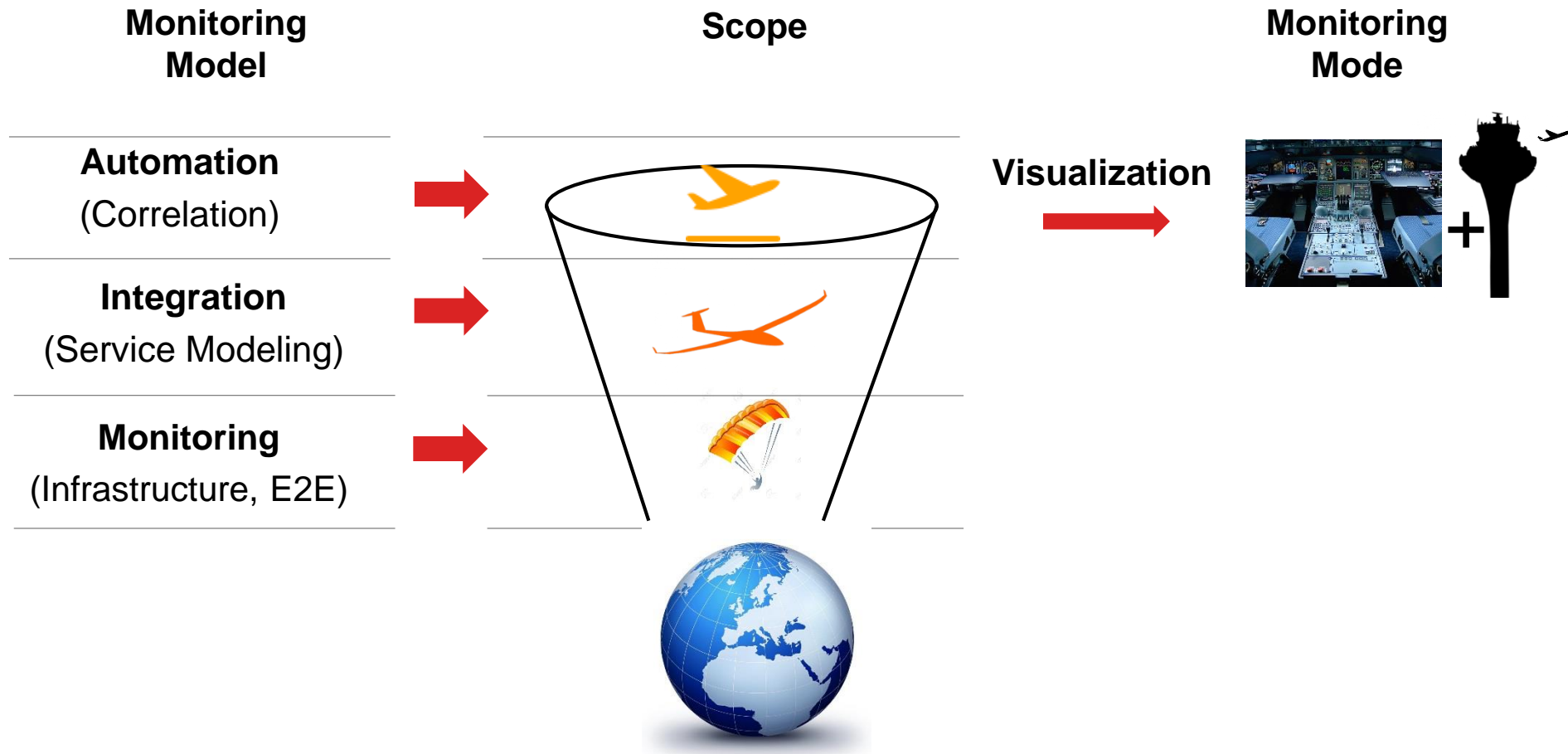
Monitoring Model

Monitoring layers, an aviation analogy



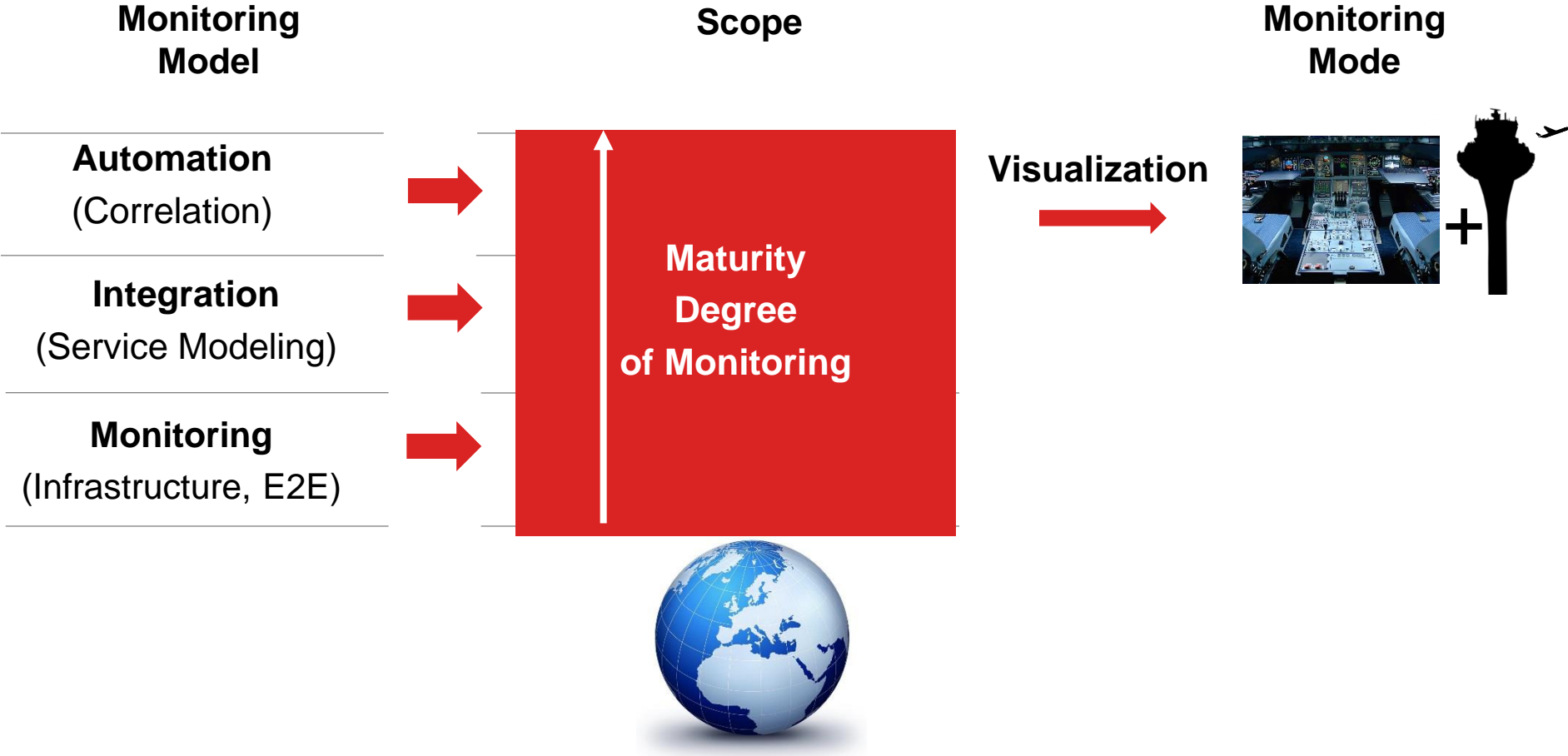
Monitoring Model

Monitoring layers, an aviation analogy



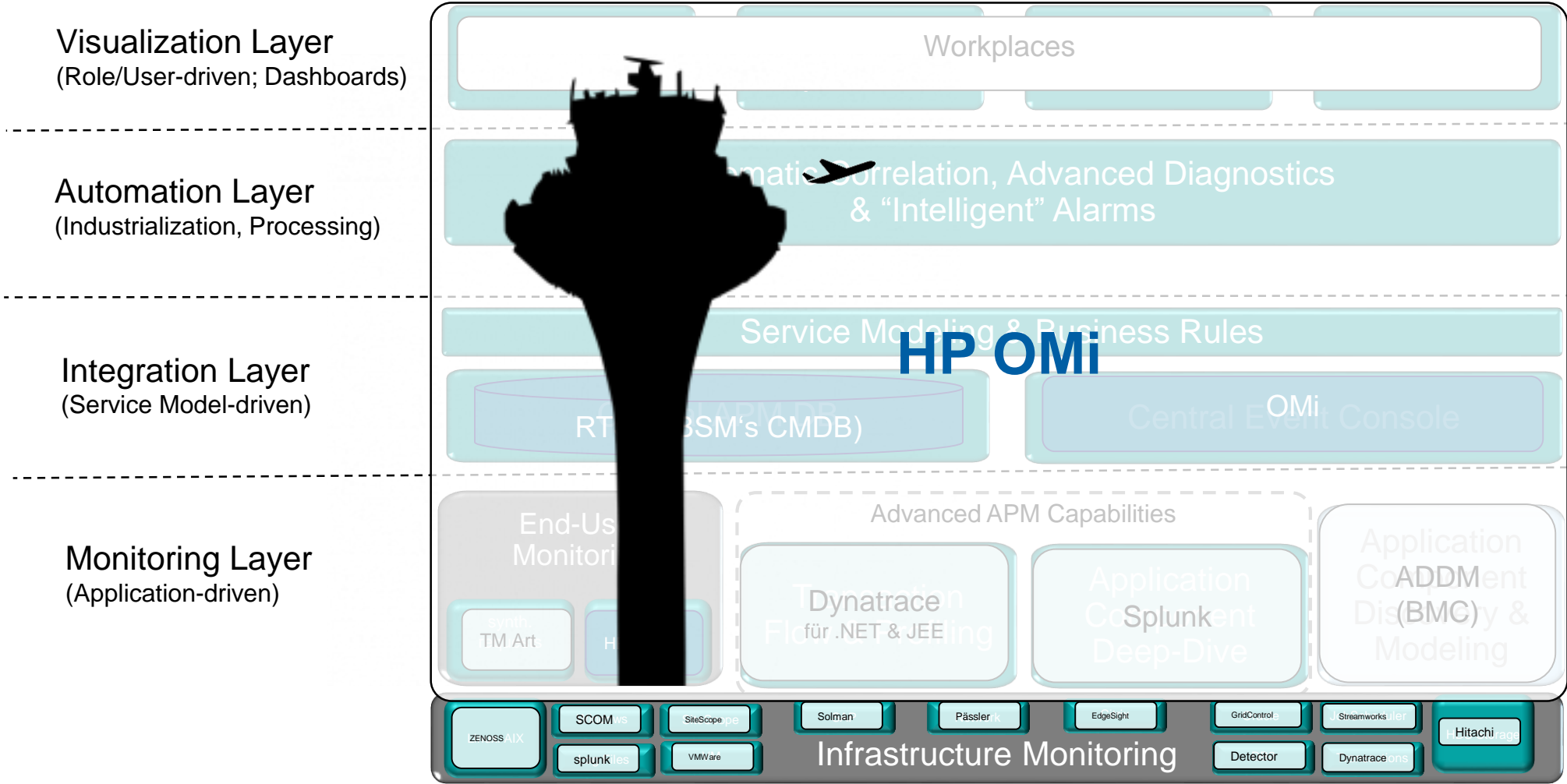
Monitoring Model

Monitoring layers, an aviation analogy



Monitoring Model

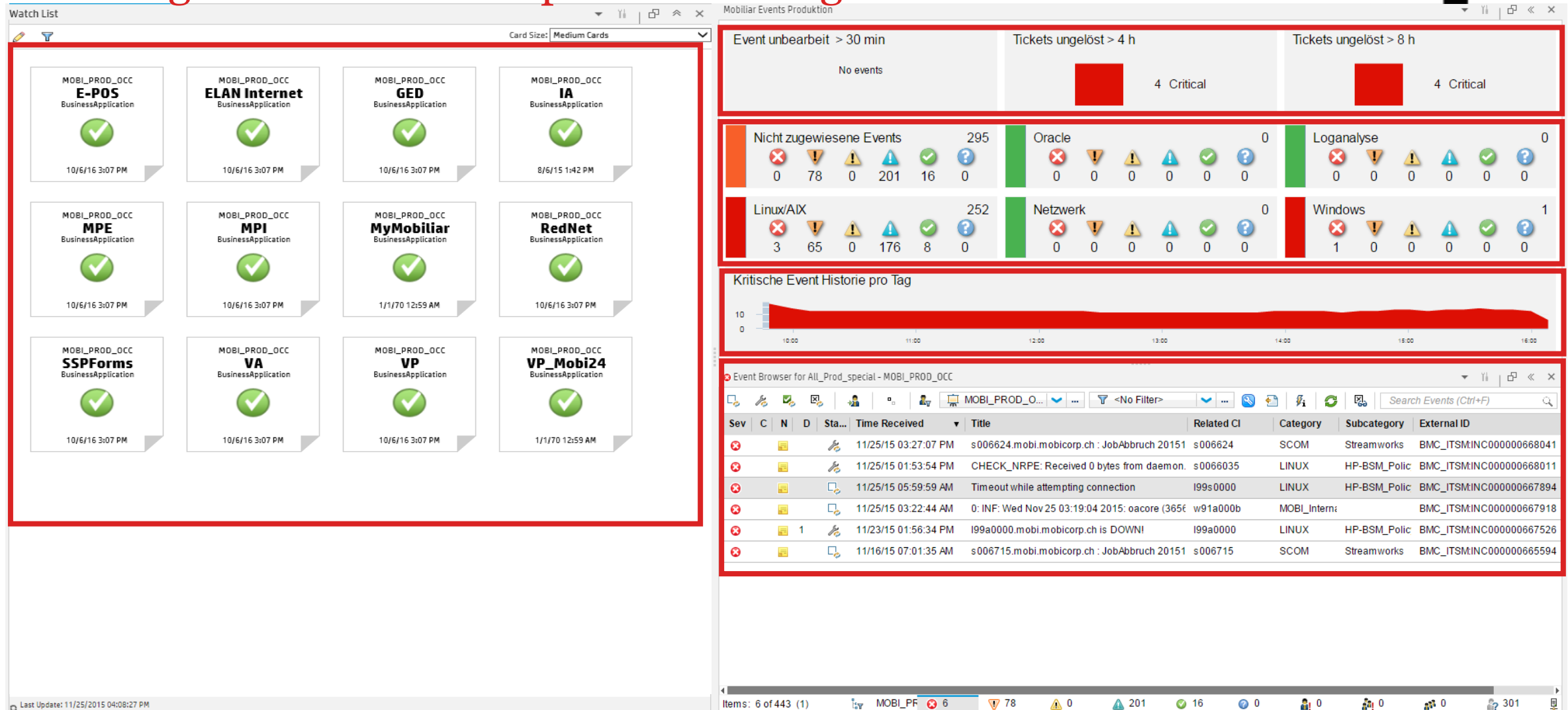
Monitoring Reference Architecture



«Plans are only good intentions unless they
immediately degenerate into hard work.»
Peter Drucker

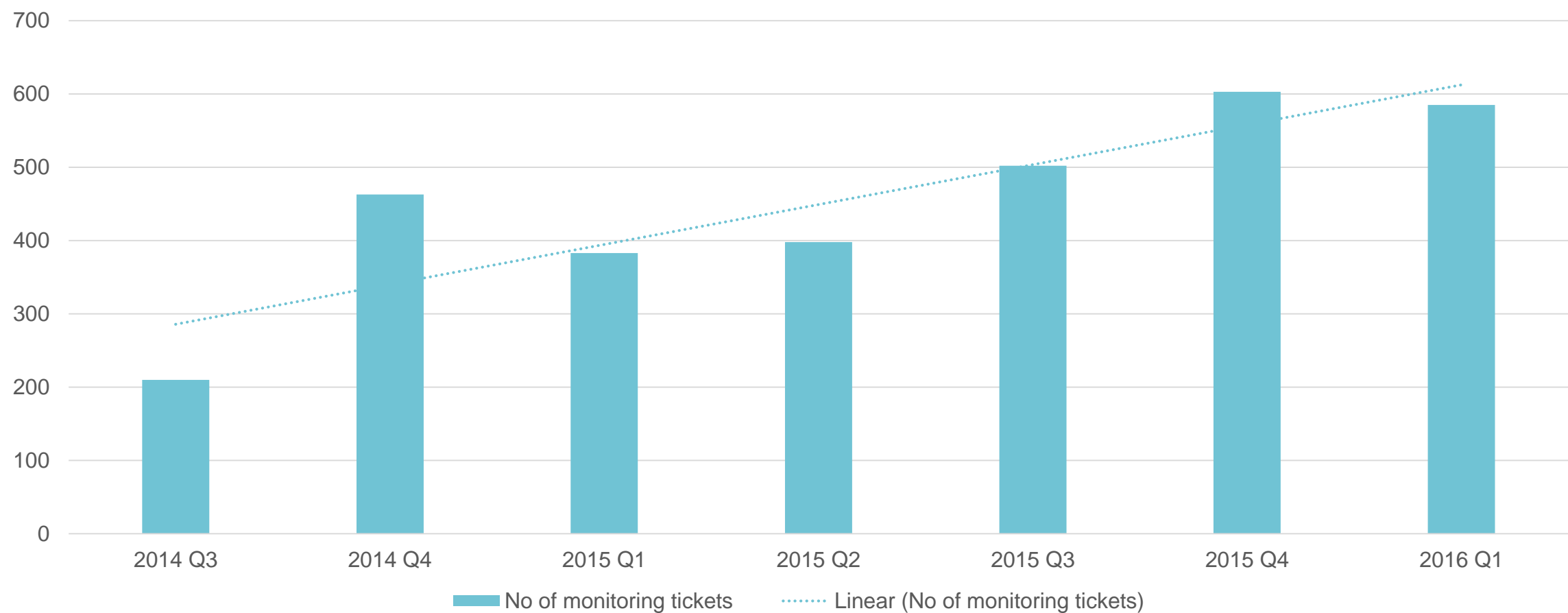
Dashboard

Tracking & Control from Operations Bridge



Measurable Benefits

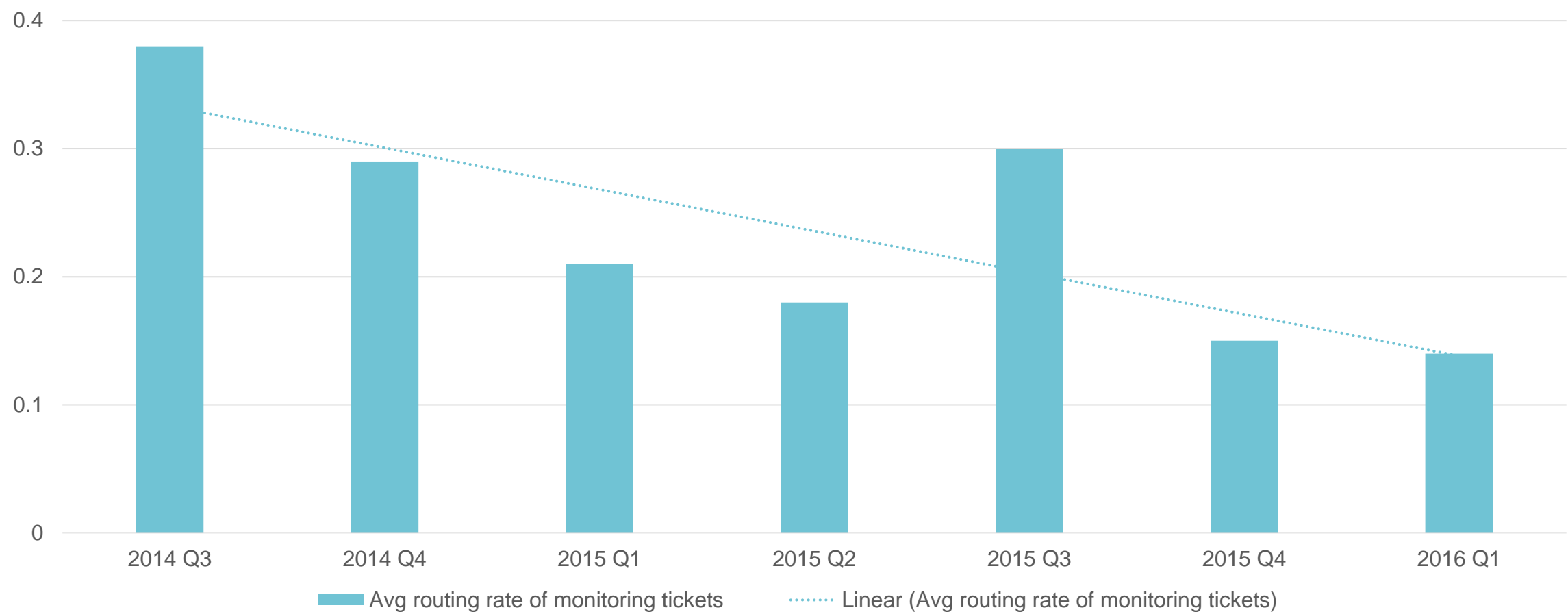
Increase in monitoring tickets



Includes releases

Measurable Benefits

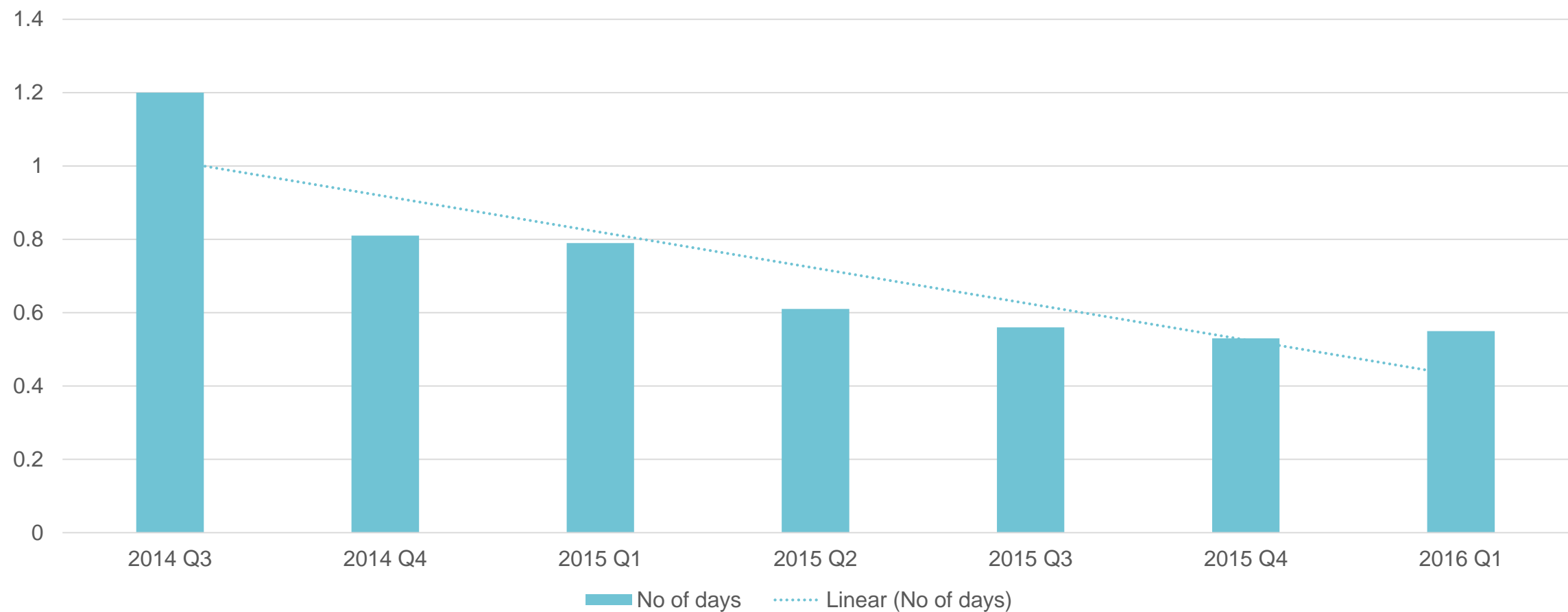
Decrease in average routing rate for monitoring tickets



Includes releases

Measurable Benefits

Decrease in Mean-Time-to-Repair (MTTR) of monitoring tickets



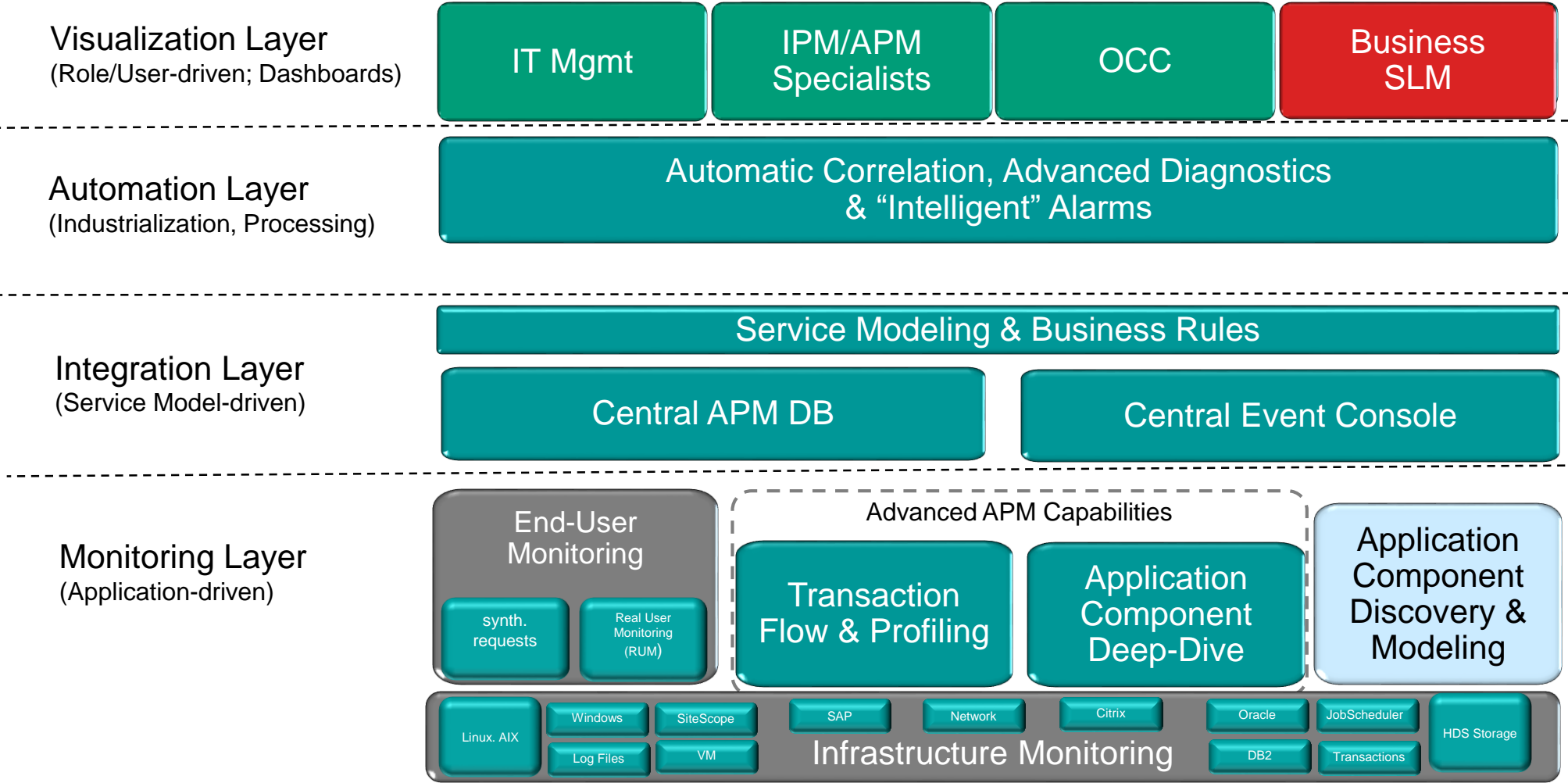
Includes releases

«Management is doing things right; leadership is doing the right things.»

Peter Drucker

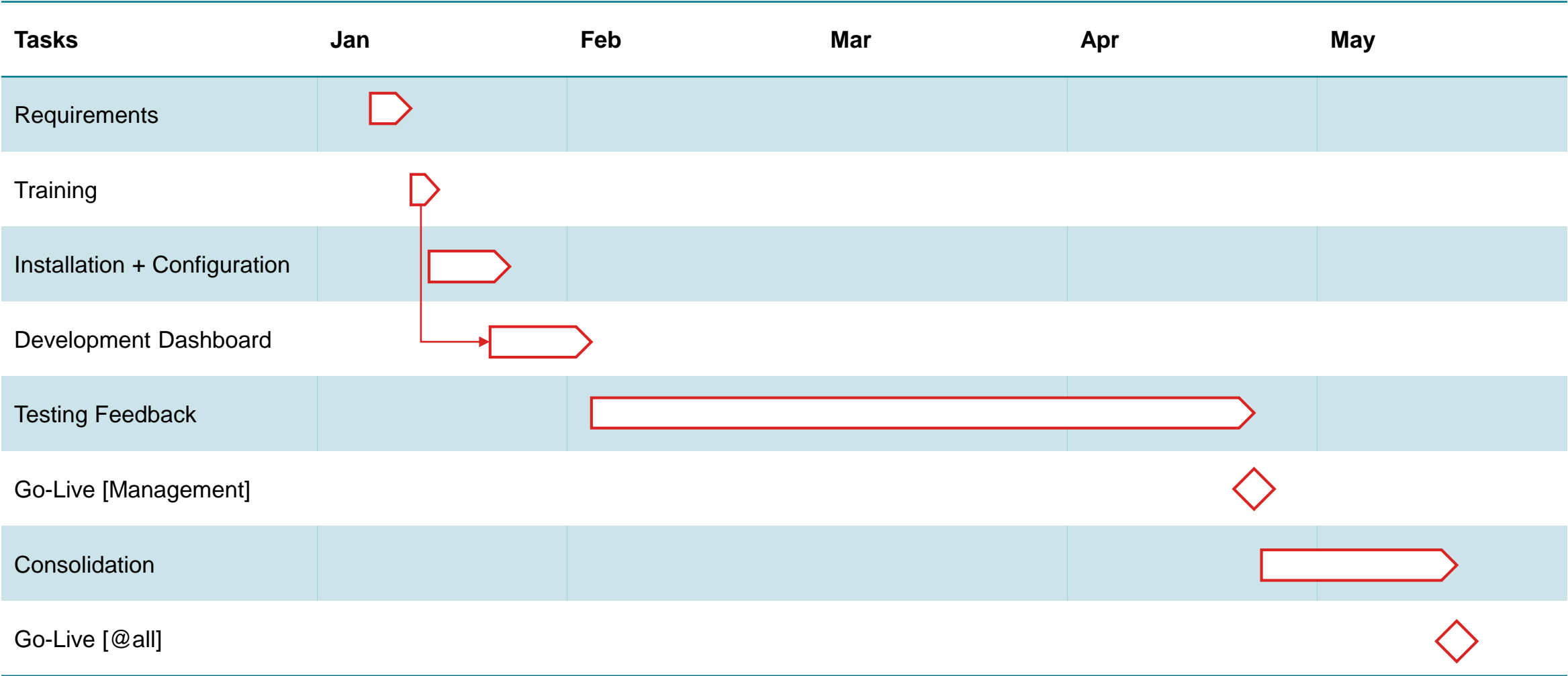
Business Value Dashboard

Monitoring Reference Architecture

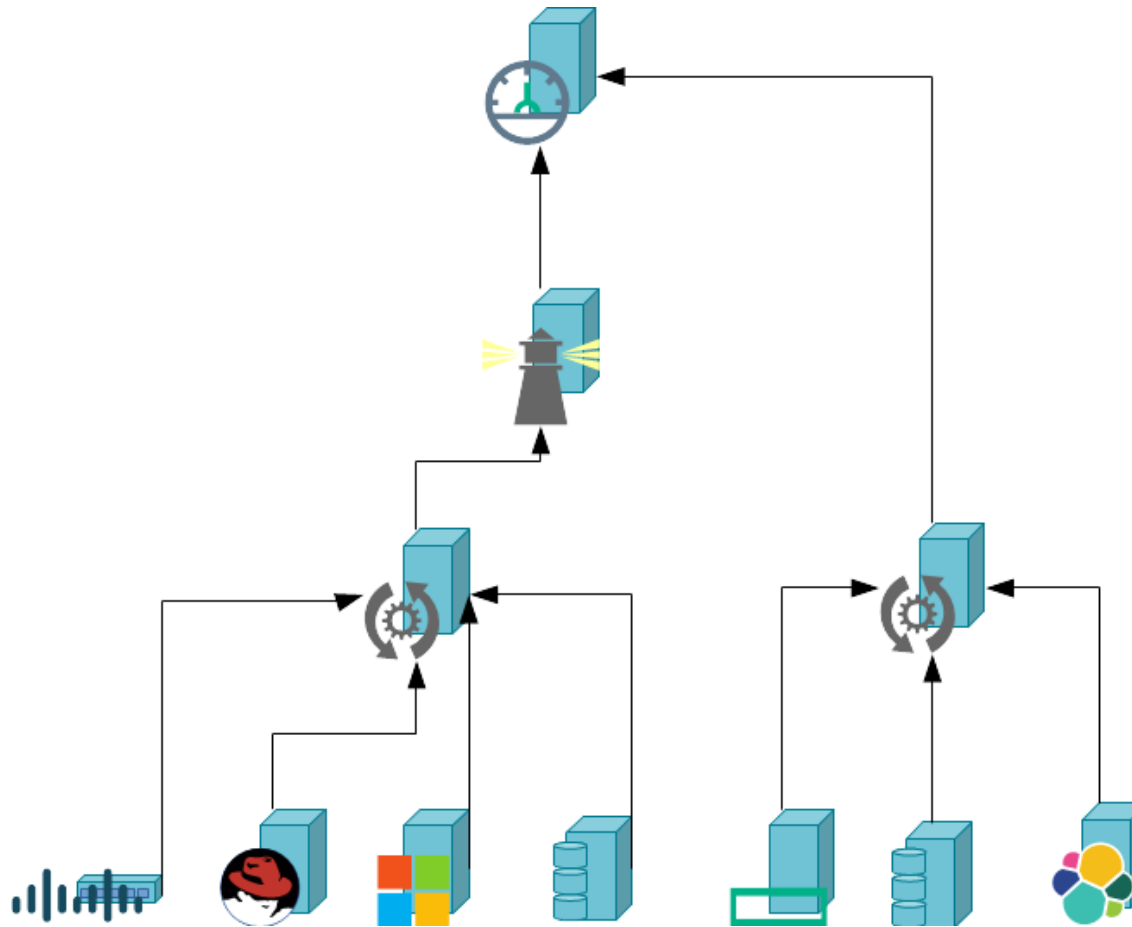


Business Value Dashboard

Rollout plan



Business Value Dashboard Sources



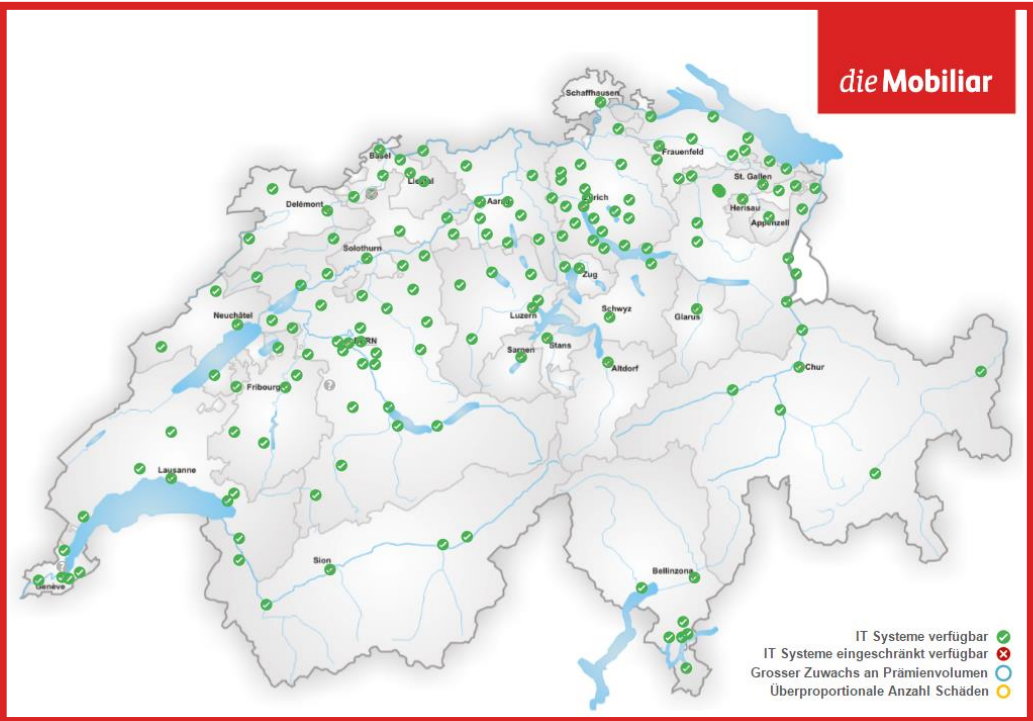
Business Value Dashboard

Result

Mobiliar-Dashboard

| Aktuelle Zahlen Nicht-Leben | | | |
|-----------------------------|------------|---------------|---------------|
| | Wert (CHF) | Zuwachs heute | % seit 1.1.16 |
| Summe Tarifprämien | 2,790,992 | 34,659 | 1.0 |
| davon MobiCar NT | 1,000,216 | 8,882 | 1.1 |

| Aktuelle Zahlen Private Vorsorge | | | |
|----------------------------------|---------|---------------|---------------|
| | Wert | Zuwachs heute | % seit 1.1.16 |
| Verträge (Anzahl) | 3,279 | 36 | 3.0 |
| Summe Prämien (CHF) | 560,914 | 2,761 | 3.7 |



Ale Systeme sind verfügbar.

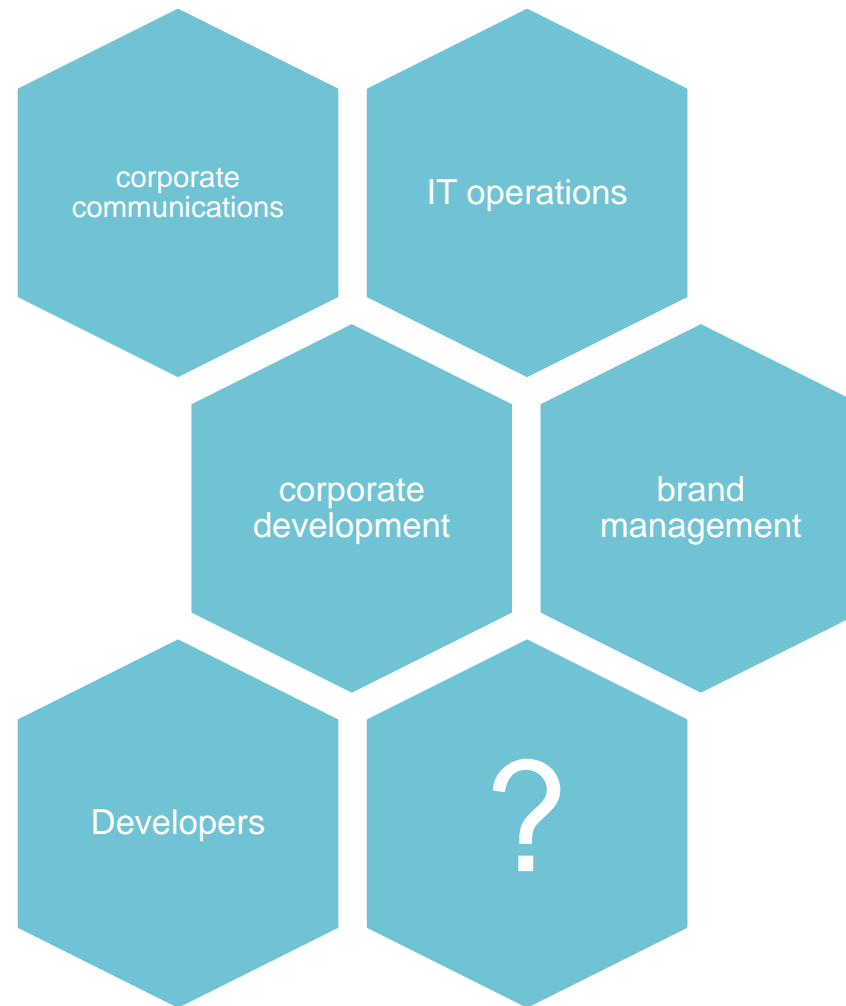
| Anzahl Ereignisse heute | | | | Geschwindigkeits-Index heute | | Verfügbarkeit (%) |
|-------------------------|-----------------|-------------|---------------|------------------------------|-----|-------------------|
| Neugeschäfte | Ersatzgeschäfte | Aufhebungen | Schäden (MCS) | ELAN Zentral | MCS | Top-Applikationen |
| 621 | 1804 | 541 | 699 | 240 | 123 | 100.0 |

— Aktuelle Entwicklung der vergangenen 2 Std. — Vergleich: Durchschnittliche Entwicklung der vergangenen 2 Std.

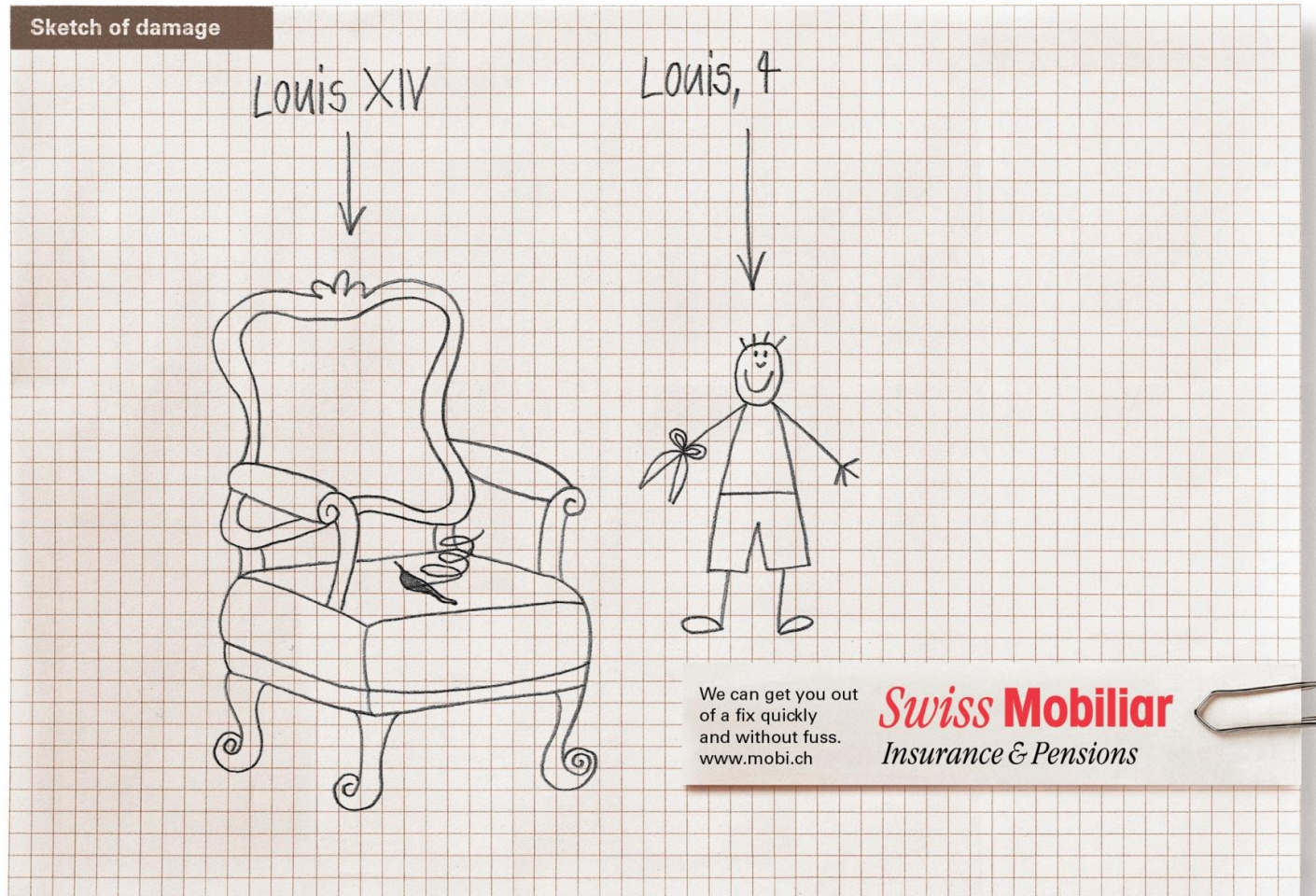
--- SLA Zielwert

Mi 04 Mai 2016 11:12:40 CEST

Business Value Dashboard Stakeholders



Thank you for your attention!



For any questions or comments,
feel free to contact me:
daniel.boschbach@mobi.ch

The background of the slide is a complex, abstract network diagram. It consists of numerous small, semi-transparent blue circles (nodes) connected by thin, light blue lines (edges). The nodes are distributed across the slide, with a higher density in the center and right side, creating a sense of interconnectedness and data flow. The overall aesthetic is clean and modern, typical of corporate presentations.

BSS – Beiersdorf Shared Services

EVENT MANAGEMENT 2.0

QUALIFIED INCIDENTS BY CMDB BASED EVENT CORRELATION

27.09.2016, Thomas Kresalek

Beiersdorf

AGENDA

1. Introduction
2. Starting Position
3. Event Management 2.0
4. Effort & Benefit

1. INTRODUCTION

BSS – Beiersdorf Shared Services



Beiersdorf

BEIERSDORF

“We are Skin Care.”

Founded in
1882 in Hamburg

€6.686 billion
Group sales in 2015

More than
150 affiliates

More than **130** years of
competence in research and
development

DAX-listed
since **2008**

Over **17,000**
employees worldwide

Strong Brands:



BSS

We are strategic partners for Beiersdorf for IT and Accounting – the nerve center connecting employees worldwide.

100%-owned
affiliate of
Beiersdorf AG

1,9 petabytes
in 2 data centers

Processing 1.138.000
Accounts Payable documents
for 33.000 vendors

Full Service Accounting
for 41 affiliates

More than 400
people worldwide

Connecting 290
locations and managing
21,000 user rights

Work on more than 250
projects a year

Founded in 2003

ABOUT ME



Thomas Kresalek (M.Sc.)

Manager IT Service Processes

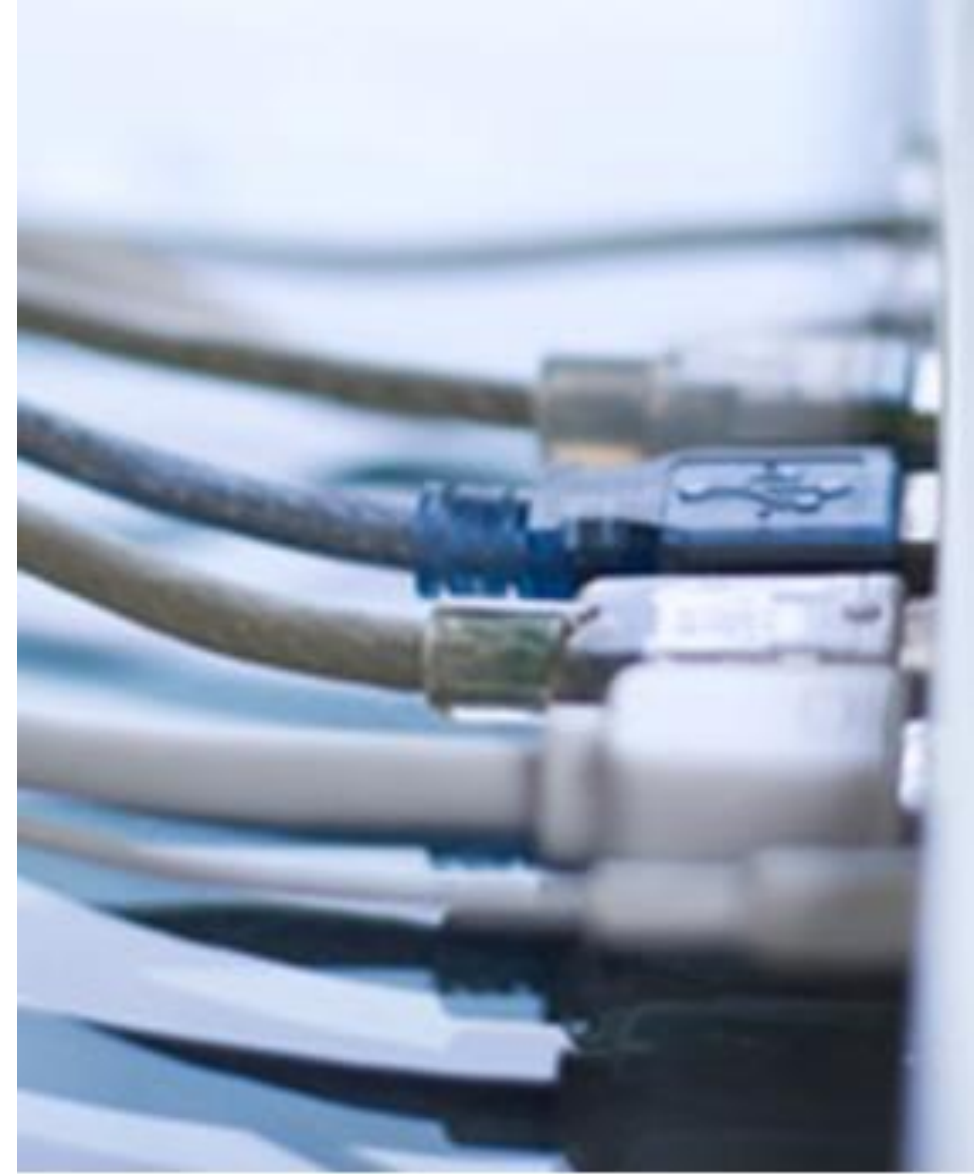
Beiersdorf Shared Services

Responsible for ITSM Processes & HPE Tools:

- Project and Portfolio Management
- Service Manager, Asset Manager
- Universal CMDB, Connect-IT
- Operations Bridge



2. STARTING POSITION





CHALLENGES

- Plenty of different Monitoring Tools
 - By technical Level
 - Without logical grouping
 - duplicates
- One outage, numerous automatic events
- Structured usage of event handling within ITSM Processes
- Finding the root cause
- Inform all relevant people

MONITORING TOWER



Business Services

Applications

Operating System

Virtualization

Hardware

Network

SAP Solution Manager, SQL Server,
SAP Batchman, MS SCOM, ...

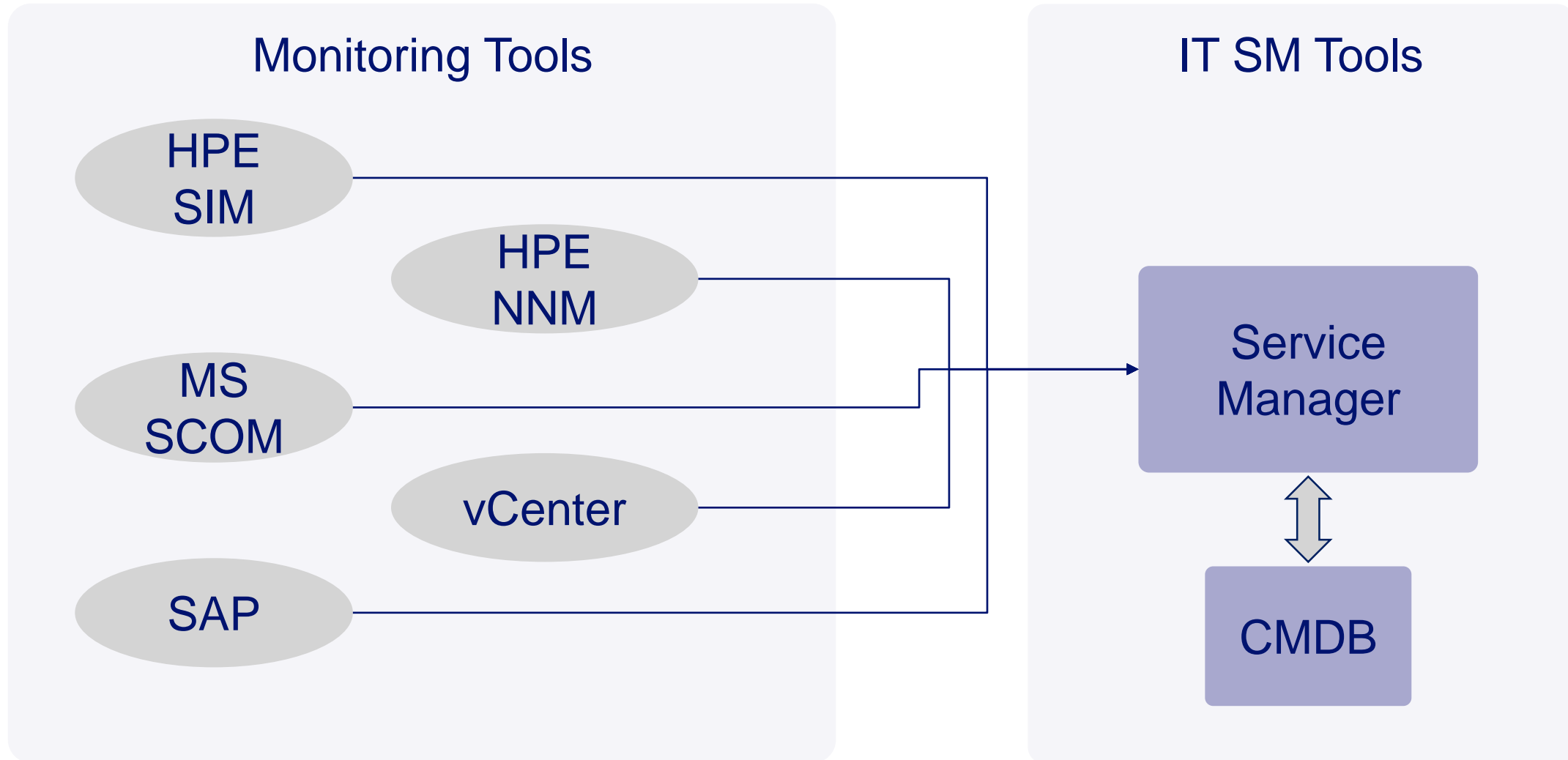
MS SCOM, Nagios

VMWare vCenter

HPE SIM, VMWare vCenter

HPE NNMi

ACTUAL LOGIC



AMOUNT OF AUTOMATIC INCIDENTS P.M.



| Teams | NNM | SCOM | Grand Total |
|----------------------------|------------|-------------|-------------|
| Monitoring | 93 | 42 | 135 |
| Network | 22 | | 22 |
| Storage & Backup | | 168 | 168 |
| Database | | 60 | 60 |
| Infrastructure Application | | 40 | 40 |
| Clients | | 73 | 73 |
| Server | | 416 | 416 |
| Unified Communication | | 332 | 332 |
| SAP Infrastructure | | 13 | 13 |
| Grand Total | 115 | 1144 | 1259 |

Start of project

- 1259 automatic Incidents
- 50% Symptoms

Necessary per incident:

- Analysis &
- Documentation

3. EVENT MANAGEMENT 2.0

BSS – Beiersdorf Shared Services



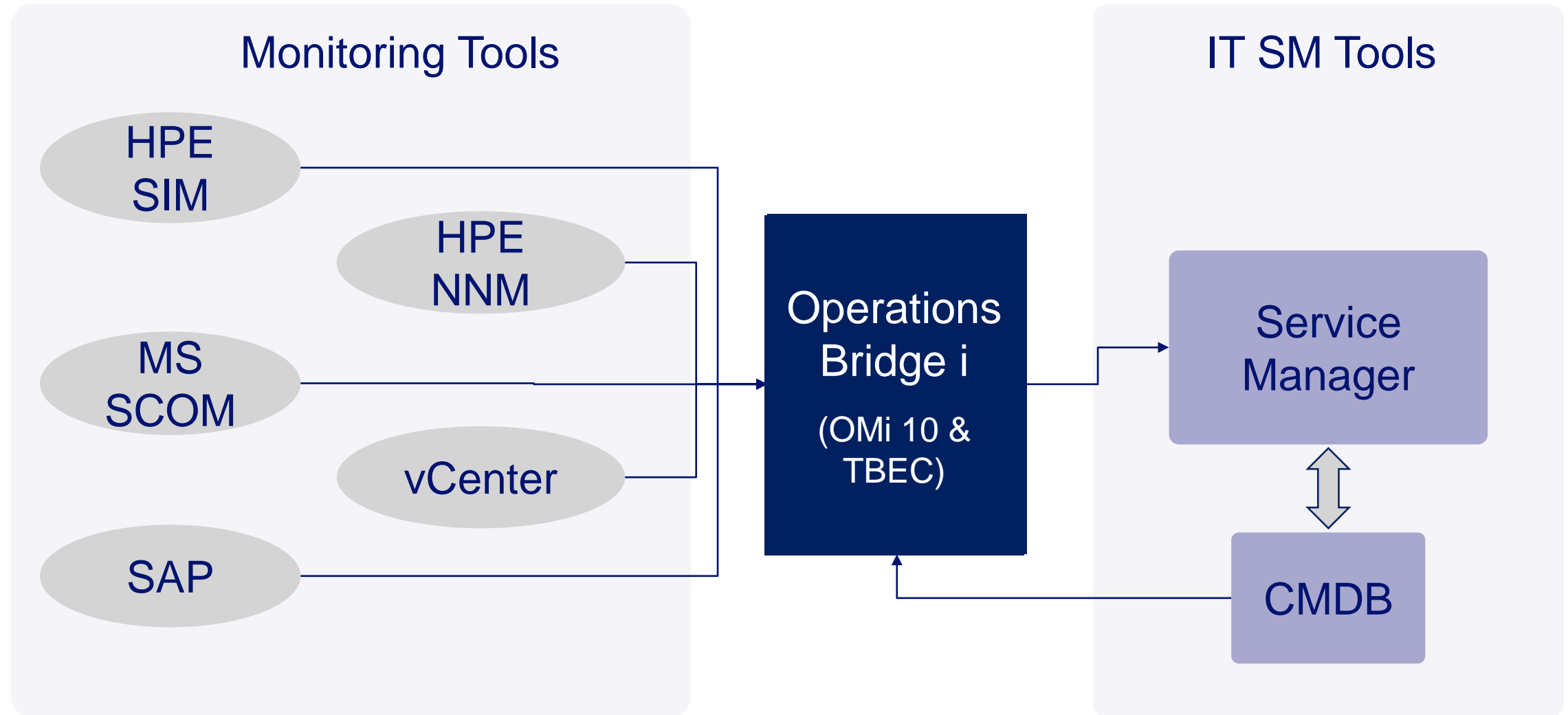
Beiersdorf

IDEA

- Automatic Correlation of Events
- Automatic Root Cause Analysis
- Automatic Incident Creation



CONCEPT – BLACKBOX CORRELATION





PREREQUISITE

- Well maintained CMDB & techn. Discovery
- Defined correlation rules
- Events (Positive & Negative; e.g.: Node Up - Node Down)
- Correct representation of technical situation



REQUIREMENTS

- Based on CMDB Knowledge
 - Automatic root cause analysis
 - Determine affected Service(s)
- Incident Creation
 - Rule-based automatic forwarding to incident process
 - Document updates to existing incidents
- Source systems controls
 - Filtering of events
 - Criticality of events
 - Define failover groups

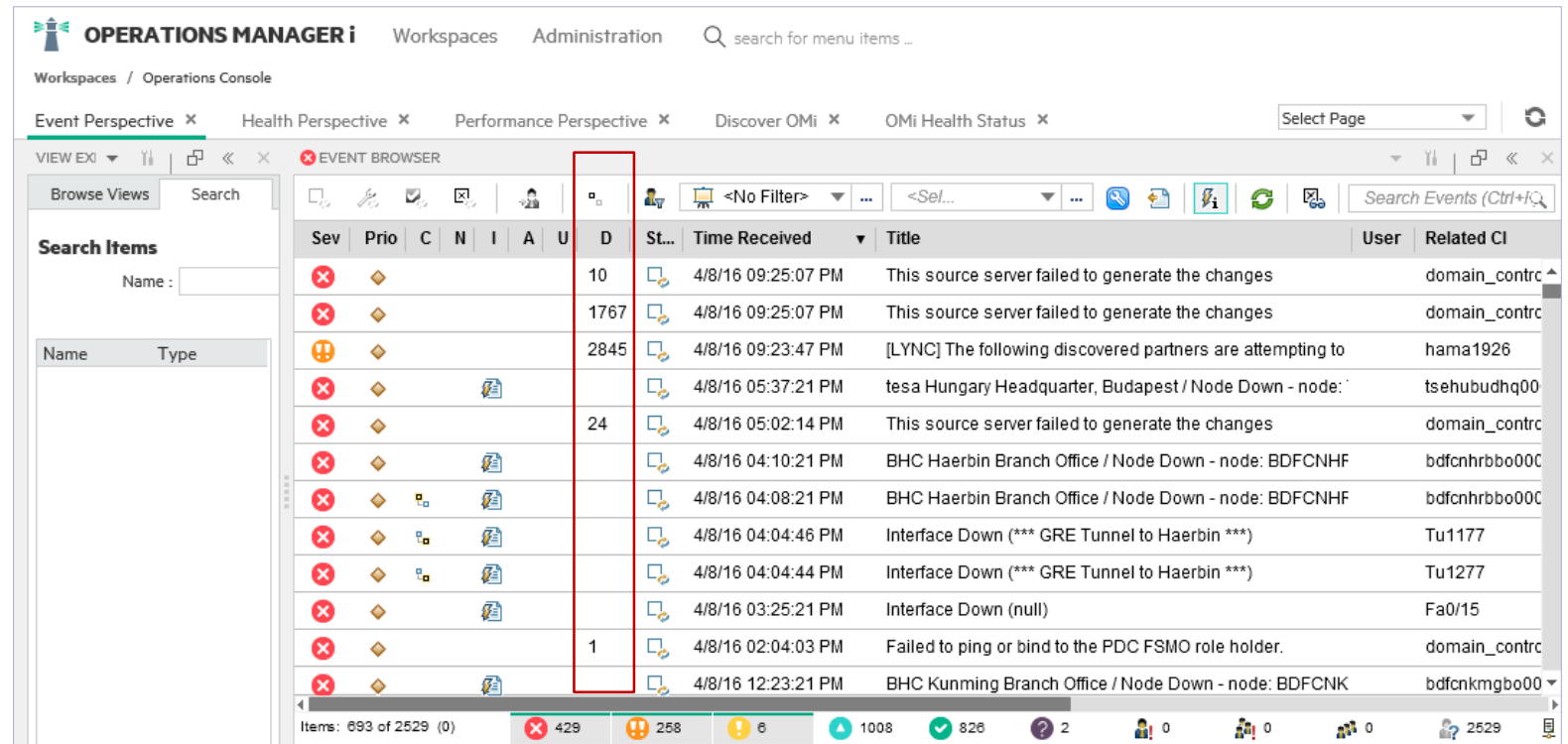


USE CASES

1. Duplicates
2. Site not reachable (WAN Carrier)
3. Blackout (some devices with UPS)
4. Network outage (Some devices / subnets)
5. Server outage

USE CASE: DUPLICATES

- Automatic recognition of doubled alerts
- Creation of only one incident
- Publish updates



The screenshot shows the 'EVENT BROWSER' window in the 'OPERATIONS MANAGER i' console. The interface includes a search bar, a list of events, and a summary bar at the bottom. A red box highlights the 'D' (Duplicate) column in the event list.

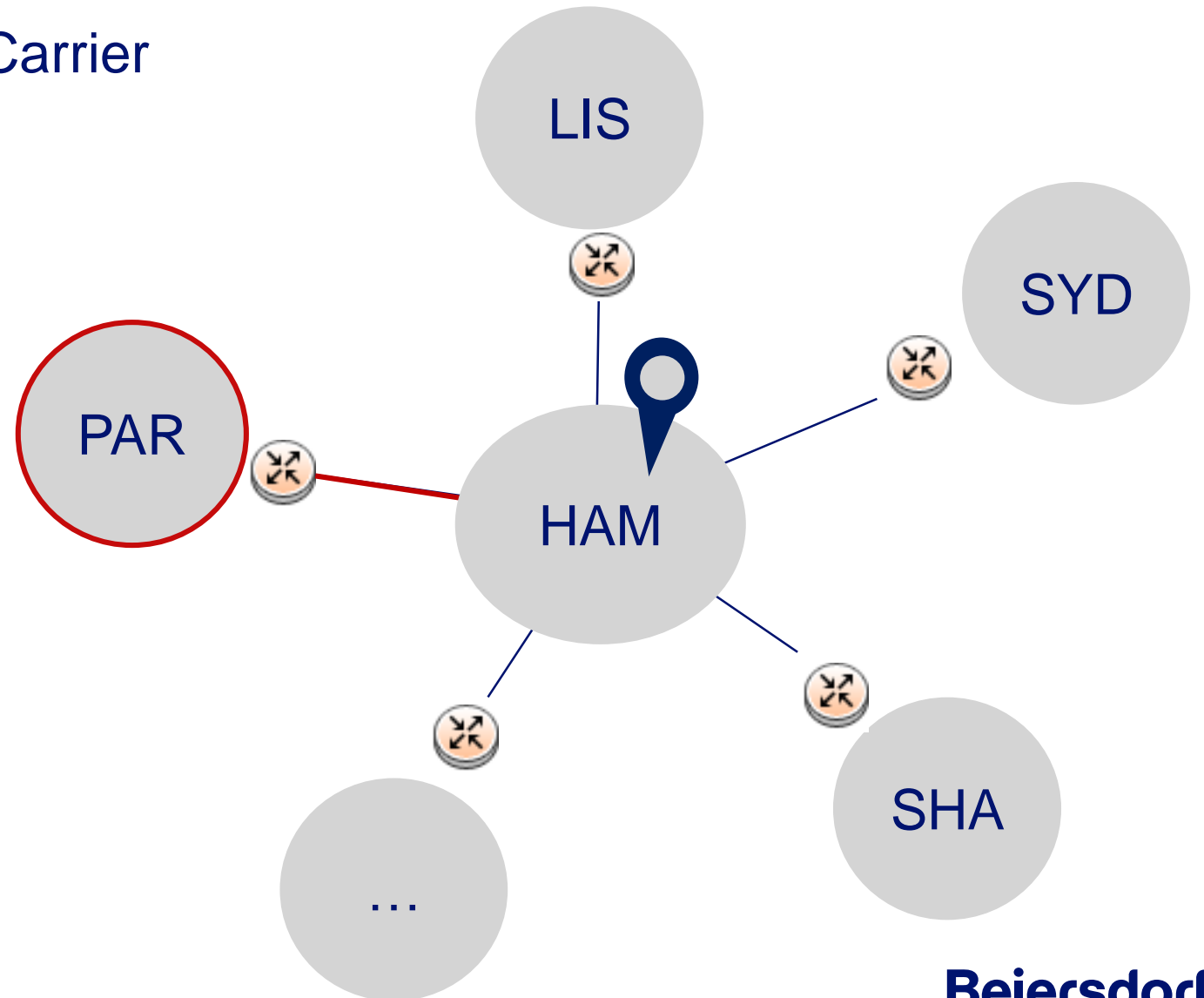
| Sev | Prio | C | N | I | A | U | D | St... | Time Received | Title | User | Related CI |
|-----|------|---|---|---|---|---|------|-------|--------------------|--|------|---------------|
| ✖ | ♦ | | | | | | 10 | 🔍 | 4/8/16 09:25:07 PM | This source server failed to generate the changes | | domain_contrc |
| ✖ | ♦ | | | | | | 1767 | 🔍 | 4/8/16 09:25:07 PM | This source server failed to generate the changes | | domain_contrc |
| ⚠ | ♦ | | | | | | 2845 | 🔍 | 4/8/16 09:23:47 PM | [LYNC] The following discovered partners are attempting to | | hama1926 |
| ✖ | ♦ | | | | | | | 🔍 | 4/8/16 05:37:21 PM | tesa Hungary Headquarter, Budapest / Node Down - node: | | tsehubudhq00 |
| ✖ | ♦ | | | | | | 24 | 🔍 | 4/8/16 05:02:14 PM | This source server failed to generate the changes | | domain_contrc |
| ✖ | ♦ | | | | | | | 🔍 | 4/8/16 04:10:21 PM | BHC Haerbin Branch Office / Node Down - node: BDFCNHF | | bdfcnhrbbo00C |
| ✖ | ♦ | | | | | | | 🔍 | 4/8/16 04:08:21 PM | BHC Haerbin Branch Office / Node Down - node: BDFCNHF | | bdfcnhrbbo00C |
| ✖ | ♦ | | | | | | | 🔍 | 4/8/16 04:04:46 PM | Interface Down (*** GRE Tunnel to Haerbin ***) | | Tu1177 |
| ✖ | ♦ | | | | | | | 🔍 | 4/8/16 04:04:44 PM | Interface Down (*** GRE Tunnel to Haerbin ***) | | Tu1277 |
| ✖ | ♦ | | | | | | | 🔍 | 4/8/16 03:25:21 PM | Interface Down (null) | | Fa0/15 |
| ✖ | ♦ | | | | | | 1 | 🔍 | 4/8/16 02:04:03 PM | Failed to ping or bind to the PDC FSMO role holder. | | domain_contrc |
| ✖ | ♦ | | | | | | | 🔍 | 4/8/16 12:23:21 PM | BHC Kunming Branch Office / Node Down - node: BDFCNK | | bdfcnkmgbo00 |

Items: 693 of 2529 (0) ✖ 429 ⚠ 258 ⚡ 6 🟢 1008 🟢 826 ? 2 👤 0 🛠 0 📊 0 🔍 2529

USE CASE: SITE NOT REACHABLE

Trigger: Outage of redundant WAN Carrier

- Symptoms
 - Depending Server,
 - Depending Applications
- Correlation of rootcause event
- Information for depending teams



USE CASE: BLACKOUT

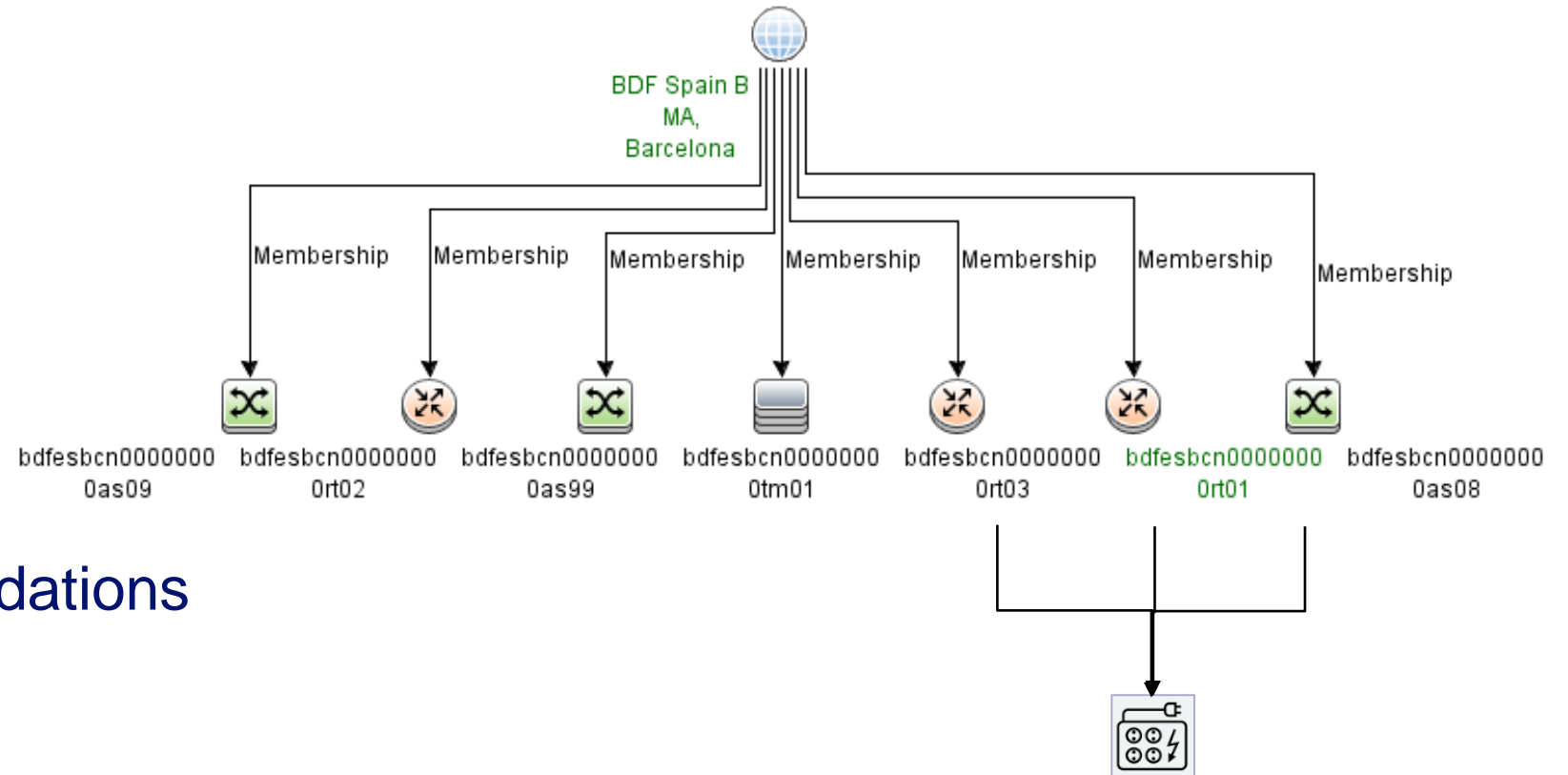
Trigger: Some Devices (without UPS) of a Site are down

→ percentage outage

Symptoms:

- Depending Server
- Depending Applications

Reporting outages / degradations

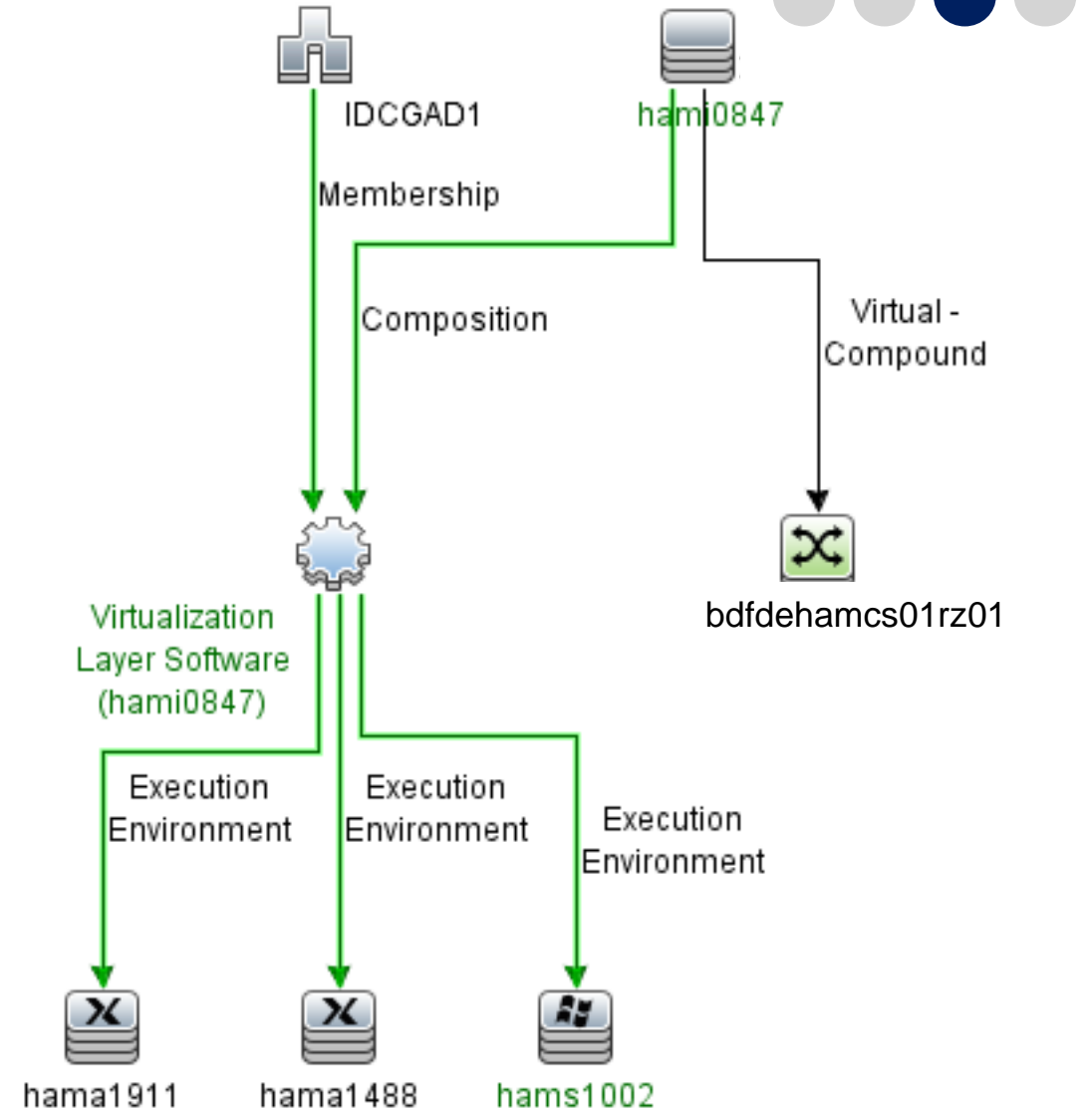


USE CASE: NETWORK OUTAGE

Trigger: Network device is down

Symptoms:

- ESX Host not reachable
- VMs not reachable
- Applications not reachable

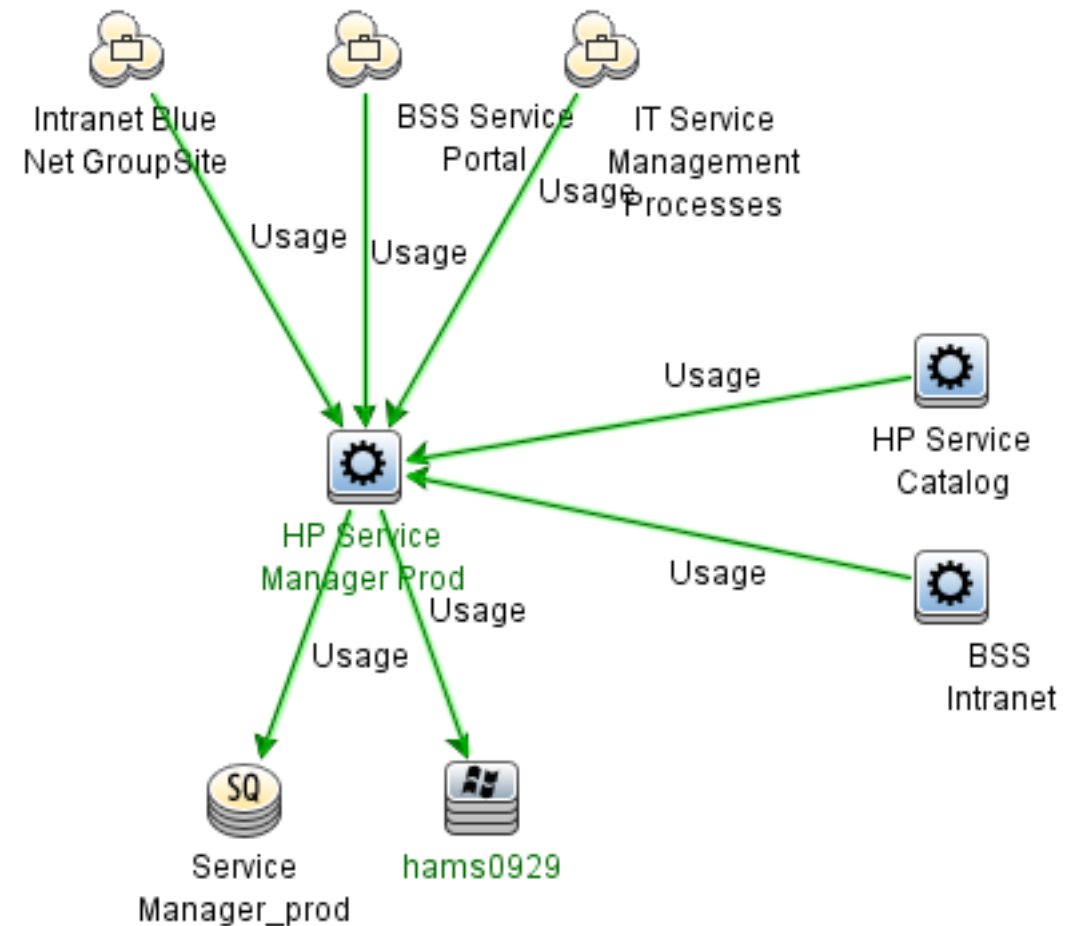


USE CASE: SERVER OUTAGE

Trigger: Hardware Server is down

Symptoms:

- ESX Host not reachable
- VMs down
- Applications down / not available
(IIS, Exchange, Lync, AD, SQL, etc.)
- Depending Applications down / or degraded

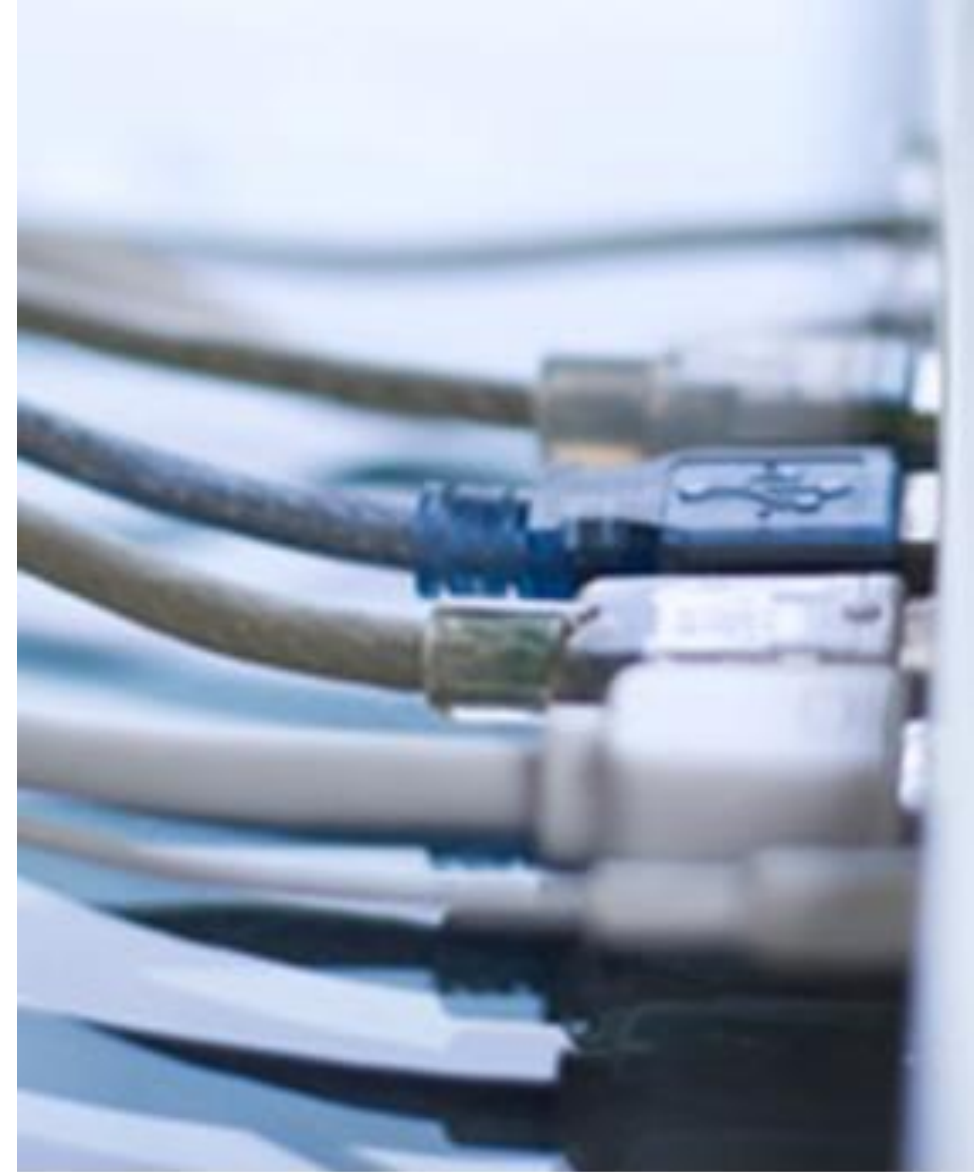




FURTHER USE CASES

- Disk full – degraded server functionality
- Database outage – Applications not working, jobs aborted
- Web server down – Website not available
- AD disturbed – logon not possible
- ...

3. EFFORT & BENEFIT



BENEFIT

- Less automatic incidents

- 20% duplicates / 30% symptoms
- Reduced time for analysis & documentation of incidents

| Effort in Hours | | | Analysis | Documentation | Total |
|-----------------|-----|------|----------|---------------|-------|
| # | | 1259 | 0,12 | 0,03 | 0,15 |
| Duplicates | 20% | 251 | 0 | 8,4 | 8,4 |
| Symptoms | 30% | 377 | 44 | 12,6 | 56,6 |
| Total | 50% | 628 | 44 | 21 | 65 |

SAVED 7150 €

- Focussing root causes

- 6x less IT Staff disturbed at night

SAVED 6000 €

- Faster recovery of systems at outage

Priceless!

EFFORT & BENEFIT (5 YEARS)



| Effort/Benefit | | | | | |
|---------------------|----------|----------|----------|----------|----------|
| Licenses (300T€) | | | | | |
| Maintenance (10%) | | | | | |
| Server Operation | | | | | |
| Initial Project | | | | | |
| Reduced MTTR | | | | | |
| Outage during Night | | | | | |
| Total | 13,650 € | 46,800 € | 46,800 € | 46,800 € | 46,800 € |

After 6th Year: 106,800 € permanent saving

* Duration of initial project: 1 Month



NEXT STEPS

- Step by step approach
- Infrastructure (Backup, Storage, vCenter)
- Applications (Active Directory, Exchange, Skype)
- Business Applications (SAP, Business Intelligence)

**THANK YOU FOR
YOUR ATTENTION!**

BSS – Beiersdorf Shared Services



Beiersdorf



Discover
2016
London
Nov 29 -
Dec 1

Discover 2016 London

- Excel London

- In today's idea economy, success favors enterprises that can reinvent to outpace the competition. Discover 2016 can put your enterprise in the lead. Come to the intersection of digital transformation, technology and ideas. Accelerate what's next for your business.
- Join more than 10,000 IT executives, architects, engineers, partners and innovators from around the globe. Accelerate your unique digital transformation journey. Explore how to deliver seamless experiences, harness data, mitigate risk, boost agility and enable workforce productivity.
- Dive into Discover 2016.

Register Now and receive your member discount
hpe.com/discover



Top ten reasons to attend

1



Get ready to transform your IT

Transforming to a hybrid infrastructure, protecting your digital enterprise, empowering the data-driven organization and enabling workplace productivity can position your enterprise for success. Learn how Hewlett Packard Enterprise is the best strategic digital partner equipping you for transformation.

2



Hear from the Hewlett Packard Enterprise leadership team and other industry visionaries

Learn about our four Transformation Areas and hear directly from President and Chief Executive Officer Meg Whitman and the executive team on how Hewlett Packard Enterprise is helping you go further, faster.

3



Accelerate next with Hewlett Packard Enterprise Transformation Advisors

Bring your digital transformation to life through one-on-one consultations with our solution architects on hand to answer your questions and address your challenges to help you accelerate what's next for your business.

4



Seize valuable opportunity

Time-to-value is the new name of the game, and the ability to capitalize immediately is key to survival. Through the Transformation Zone and Innovation and Spotlight Sessions, you'll learn how HPE can help you transform your organization to significantly reduce the time-to-value of your IT investments.

5



Accelerate transformation with IT consumption

The velocity of change in today's IT world is daunting. Driving innovation while still running the business is essential. Through a series of Spotlight, Theater and Breakout Sessions, learn how you can fund transformation, map your investment strategy to your IT roadmap and achieve faster time-to-market.

6



Take a sneak peek at tomorrow's technologies

Customers and partners under CDA can get early access to preview upcoming Hewlett Packard Enterprise products and solutions.

7



Find answers to your biggest business and IT challenges

Discover 2016 is the perfect place to find solutions, seek new innovations and learn how Hewlett Packard Enterprise can help your enterprise succeed.

8



Explore the Transformation Zone

Interact with experts and peers and learn more about Hewlett Packard Enterprise's most innovative technologies. See the latest products and solutions while speaking with the engineers and architects who created them.

9



Expand your network and grow relationships

Engage with other IT professionals, schedule formal onsite meetings at the Hewlett Packard Enterprise Meeting Center or visit the Guru Bar to chat with Hewlett Packard Enterprise experts.

10



Tap into the power of our partners

Meet with Discover 2016 sponsors, including Intel and Microsoft, in the Transformation Zone. See how collaboration and our growing network is bringing more opportunity and advantages for you.

Thank you

- Complete the short survey and opt-in for more information from Hewlett Packard Enterprise.

www.hpe.com

www.vivit-worldwide.org

