Rabobank

Compaq Customer Success

Compaq ASAP infrastructure delivers new levels of availability for Rabobank

Since 1980, Netherlands-based Rabobank has moved vigorously into the international marketplace, where it brings a century of financial services knowledge to its key customer sectors of food, agribusiness, retail, and healthcare. The bank is a long-time *Compaq NonStop*™ server customer, remaining loyal to the reliability and range of solutions offered by Compaq during a relationship that has lasted more than 15 years.

Today Rabobank relies on the Compaq *NonStop*™ *Himalaya* platform for payment processing and authorizations, Internet banking, and disaster recovery. It also runs its securities processing on a network of Compaq *Alpha* microprocessor–based desktop systems.

Benefits

→ Provides online monitoring of Compaq *NonStop*™ *Himalaya* server applications and system objects

→ Alerts operators of down objects and performance bottlenecks

→ Presents historical reporting of system object status and performance

→ Simplifies monitoring using a "read in an instant" graphical user interface

COMPAQ

NonStop™

Partners in product development

In 1997, Rabobank approached Compaq about the concept of building a system that could monitor the status and performance of an entire network both at a system level and an application level. The aim was to increase operator productivity by presenting a consolidated view of both application and system object status, along with availability data. Specifically, Rabobank wanted a monitoring system that could look at all the elements (or, objects) that made up its network *and* measure the performance of each application. Importantly, all of this information had to be presented together on screen in easy, "read in an instant" graphics, which would save valuable operator time.

The long-standing relationship between the two companies was instrumental in ensuring the success of the project, as was the balance of effort assigned to each organization. Rabobank wanted to focus its IT resources on its core business, so Compaq stepped up to provide the time, expertise, and support required to move the project into development. Rabobank and Compaq collaborated to build the original system, which was designed and developed by a Compaq development team whose members were located in Chicago, Illinois; Tampa, Florida; and Reston, Virginia.

In late 1998, a prototype version began running at Rabobank. Then, in August 1999, the first release versions of Compaq Availability Stats and Performance (ASAP) and Compaq Availability Stats and Performance Extension (ASAPX) software went live.

Delivering value from the start

Almost immediately, the ASAP system proved its worth by providing Rabobank with a new tool for fine-tuning its network at a level not previously achievable. At Rabobank some 50,000 objects are handled by three shifts of operators (five operators to a shift) who manage 41 systems. Before installation of the ASAP system, the operators had no choice but to scan multiple screens full of written error messages to detect any problems. Now, with the ASAP interface, operators have a system that uses graphics—simple red and green lights—to describe the availability of all system components. The easy-to-read graphics simplify the process of monitoring networks and alert operators to down objects and performance bottlenecks very quickly. This nearly instantaneous notification of problems and the graphical presentation format make it much easier to spot trends before they begin to affect users and customers. Both real-time and historical performance views can be displayed using the ASAP graphical user interface.

" *The ASAP system has lived up to our vision, and we are extremely happy with the way it is working for us. It has given us the tools to understand our systems better and has saved us a great deal in terms of time and lost customer satisfaction by enabling operators to respond much more quickly to down objects and under-performing systems.*"

—M.J. Visser, manager of Infrastructure and Platforms, Rabobank

The ASAP system provides the infrastructure to measure virtually any transaction. For instance, in the case of response time of an ATM machine to a customer's request for money, the ASAPX product extracts data from the ATM application and sends it to the ASAP client, which presents the response time using bar charts, graphs, and other visualization methods. In this way, the system is measuring the fulfillment of the customer's request at both consumer and technical levels.

Together, the ASAP and ASAPX products significantly increase availability and reduce downtime, because the tools give operators a better understanding of their systems. The faster responses to system problems save time, which is vital if the bank is to continue to increase the efficiency of its customer service.

The ASAP and ASAPX products monitor Compaq *NonStop*™ *Himalaya* servers. The ASAP client software runs on Microsoft® Windows NT®, Windows® 95, and Windows 98 systems. The ASAP server software runs on Compaq *NonStop*™ *Himalaya* servers and provides an infrastructure for statistics collection. The ASAPX tool provides an application program interface for online monitoring of availability and performance in Compaq *NonStop*™ *Himalaya* server applications. All information displayed is continuously updated, so that the displays provide the most current view of the network status.

ASAP system: Vision fulfilled

For both Compaq and Rabobank, the ASAP availability monitoring system has been highly successful. From the start, the Compaq development team gave the project its full support, incorporating more functionality into the ASAP and ASAPX products than Rabobank originally requested.

"The ASAP system has lived up to our vision, and we are extremely happy with the way it is working for us," notes M.J. Visser, Rabobank's manager of Infrastructure and Platforms. "It has given us the tools to understand our systems better and has saved us a great deal in terms of time and lost customer satisfaction by enabling operators to respond much more quickly to down objects and under-performing systems."

Both companies' support of the ASAP system continues. Compaq, which retains all rights to the ASAP system, markets the ASAP products globally and plans to continue to update the product with additional functionality. Rabobank is working to roll out the ASAP system to more of its applications in order to further increase productivity and responsiveness for its customers.

Icon	State	Description
	Exists	Object Exists
	Up	Object is Operational
	Low	Object Utilization is Low
	Medium	Object Utilization is Medium
	High	Object Utilization is High
	Warning	Object at Warning Level
	Critical	Object at Critical Level
	Down	Object is Not Operational
	Degrade	Object State just Degraded

Object states are easy to identify with the ASAP color-coded icons.

For More Information   WEBSITE: **www.compaq.com**

COMPAQ