



COMPANY PROFILE

- Established in 1860 as Crédit Communal
- Became Dexia Bank in 2000
- One of Belgium's top 3 credit management institutions
- Net income in 2004 of €691 million

BUSINESS SECTOR

- Banking and Insurance

LOCATION

- Corporate HQ in Brussels, Belgium

CUSTOMER CHALLENGE

- Provide comprehensive network monitoring capability for expanding IP network

SOLUTION

- ZEN IP MONITOR - IMPLEX

KEY BENEFITS

- 'Load and Go' implementation simplifies start-up
- Dynamic recognition of IP resource changes reduces maintenance
- Clear views of network activity accelerate problem analysis
- SYSPLEX-wide view of network performance provides a comprehensive picture

"From the moment IMPLEX was installed on our system it was if our eyes had been opened. We were able to see precisely what was happening on our stack."

"We chose to evaluate IMPLEX because it was simple to install and, unlike many other products, needed no configuration to start generating performance data."

"We also liked its ability to dynamically recognize the addition and removal of IP resources..."

"The SYSPLEX monitoring feature gives us a SYSPLEX-wide view of network activity."

Christian Lardinois
Telecom Division
Dexia Bank



CASE STUDY



IP MONITOR
IMPLEX

DEXIA BANK

Dexia Banks on ZEN IP MONITOR - IMPLEX for IP Monitoring

Dexia Bank is one of the key players in the Belgian banking and insurance sector. In 2004, the bank employed in excess of 8,000 people and net profit amounted to €691 million (\$891 million), equivalent to a Return on Equity (ROE) of 16.6%.

Dexia Bank is part of the Dexia Group, which was formed, in 1996, from the merger of Credit Local de France and Credit Communal de Belgique/Gemeentkrediet van België.

The Dexia Group is listed on both the French and Belgian stock markets and is a world leader in the provision of financial services to local authorities. It is also prominent in the fields of:

- Financial services to retail clients
- Asset management
- Private banking

In 2004, Dexia Group's net profit amounted to €1.772 billion (\$2.285 billion), an ROE of 19.8%.

Dexia Bank's headquarters are in Brussels, from where an IBM based SYSPLEX configuration supports the banks business. The SYSPLEX comprises seven production and two test LPAR's. This environment serves many thousand of users, primarily via a selection of CICS and DB2 based banking applications although, increasingly, many of these applications are becoming browser based.

The Dexia Challenge

Historically the networks supporting the Dexia banking operation were heavily SNA/VTAM oriented and IBM's NPM (NetView Performance Monitor) was employed to help support the network management requirement. However, increasing levels of IP traffic had started to displace the legacy VTAM load and Dexia was in the dark about how the IP load was affecting network performance.

This was an intolerable situation for a company for whom network availability was so critical. Christian Lardinois, from the Telecom Division at Dexia Bank, takes up the story:

"We could see the IP stack had started-up successfully and that work appeared to be passing through it without any problem. The problem was that we had no means of confirming how well the stack was performing, whether any hidden problems existed, or where those problems might be. As levels of IP traffic increased, we were concerned about our increasing vulnerability as a result of our inability to either measure fluctuations in service performance or respond to network service degradation."

The Dexia Solution

Dexia management expects its network technicians to have access to tools that enable them to maintain service levels and respond effectively to network outages.

To be able to identify potential network pollution and to improve network service management, Dexia decided to install an IP network performance monitor. Prior to installation, a paper evaluation was undertaken of the market-leading IP monitors and resulted in the Dexia team choosing to evaluate IMPLEX.

Why IMPLEX?

Christian Lardinois explains:

"As a supplier, William Data Systems was already known to Dexia Bank. For some time, we had been running EXIGENCE, their network and application trace tool and we were comfortable with both the quality of their support and the stability of their software."

"With regard to product selection, there were a number of reasons why IMPLEX was chosen over the alternatives for our evaluation. Not least was that it was very simple to install and, unlike many other products, required no configuration to start generating network performance data. From the moment IMPLEX was installed on our system, it was as if our eyes had been opened. We were able to see precisely what was happening on the stack."

But the ease of installation and ability to work 'out of the box' were not the only considerations for Christian Lardinois and his team.

"We also liked the ability of IMPLEX to dynamically recognize the addition and removal of IP resources," he explained, "since this would significantly reduce maintenance and meant that we would always have an accurate picture of network load."

"From the point of view of data displays, IMPLEX provides a powerful high-level overview of the IP network which gives a clear indication about where the system is under stress. There was no need to go to many different screens to obtain meaningful information about stack status."

"Finally, and of particular interest to Dexia, was the announcement of the Sysplex monitoring feature (in IMPLEX version 3.1). This gives us a Sysplex-wide view of network activity and enables us to set threshold levels that are applied across the Sysplex."

Dexia are currently evaluating the latest release of IMPLEX which provides access to network performance data via a two-tier, browser-based client interface. The William Data Systems policy of on-going product enhancement is yet another reason why Dexia banks on IMPLEX for IP network monitoring.



ZEN IP MONITOR - IMPLEX

Optimize Network Performance.

inpoint Issues Before They Become a Problem.

WILLIAM
DATA SYSTEMS

William Data Systems (WDS) is a pioneer of specialized z/OS network management solutions. Established in 1993, we are an independent global organization that provides innovative solutions to run mainframe networks efficiently and securely. ZEN, the WDS network management suite, offers a selection of user-friendly and cost-effective solutions to meet your unique needs. To overcome both business and technology challenges, WDS provides customers with licensing and pricing terms that are as flexible as our solutions.

WDS supports customers worldwide in sectors such as finance, banking and manufacturing, and our client list includes Fortune 100 companies and government agencies. WDS is an IBM Business Partner and a member of the IBM PartnerWorld for Developers program. We are committed to the global z/OS networking market and to leading the way with innovative solutions through the latest advances.

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