



# Take Control of Your IT



## Monitoring infrastructure and business processes at DVB Bank

German DVB Bank focuses on the international transport market. As a niche bank DVB offers a wide range of customized financial services to clients within the shipping, aviation, offshore and land transport sectors. The global presence enables DVB Bank to take into account both the international dimension and the specifics of local markets in Europe, Asia, and North and South America.

A highly distributed organization and business operation drive the demands for well functioning IT infrastructure and services. A central data center at company headquarters in Frankfurt, serves DVB Bank's close to 600 employees spread across fifteen locations around the world.

### FROM A RANGE OF TOOLS TO UNIFIED MONITORING

In 2010, the DVB IT organization faced a situation where a continuously evolving IT environment had resulted in a vast number of tools needed to monitor different components of the solution. To improve control, DVB decided to re-evaluate their current management solution. Rather than a range of disparate monitoring systems they looked for a unified solution that would monitor everything from network components, servers and storage systems to a Cisco-based infrastructure for unified communication including a server farm primarily based on Windows to the virtual working environment based on VMware. To enhance operational efficiency it was of great importance to the bank that a new, integrated solution would include monitoring of business applications and processes.



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**Stephan Gottschalk,**  
Network Engineer at DVB Bank

After a thorough market review the decision was made to standardize on OP5 Monitor as a unified monitoring tool for DVB Bank's IT environment.

"Procuring a monitoring solution, our biggest challenge was to find a supplier that could address all our requirements in one central system. OP5 were the only ones who could do this", explains Stephan Gottschalk, Network Engineer at DVB Bank.

The smooth deployment of OP5 Monitor in DVB's IT environment has been referred to as "a textbook example of plug and play" by the bank's IT staff. After downloading the monitoring software on a virtual machine, members of the staff got the system up and running in minutes, without the need for special configurations and with full backup and recovery in place.

## MONITORING BUSINESS PROCESSES

The new monitoring solution has given DVB IT control of the complete IT environment, from hardware and infrastructure resources to business applications. Performance data is delivered at the right time and in the right shape allowing DVB to at any point in time check that all applications are working properly. They also monitor entire business processes to verify that applications do what they are supposed to do.

"OP5 gives us the flexibility to monitor to a higher level in the OSI stack, which allows us to monitor our applications in an efficient manner", says Stephan Gottschalk.

## A FLEXIBLE SOLUTION ADAPTED TO CUSTOMIZED NEEDS

DVB Bank has come to greatly appreciate the flexibility of OP5 Monitor. When needs evolve and new functionality is required the IT organization easily produce or modify system plug-ins on their own.

"Initially we hesitated to make an investment in an open source solution but were persuaded by the range of services that OP5 can offer. We got a consistent solution with the possibility to develop our own modules whenever we want", explains Stephan Gottschalk.

The flexible, customizable nature of OP5 Monitor does not mean that DVB Bank is left alone with their IT challenges.

In addition to a robust monitoring platform OP5 offers professional support services, something which is fully appreciated by DVB Bank.

"I really want to emphasize the first class service and support we receive from OP5. We have experience of many different support departments, from the big players like Microsoft and Cisco to smaller niche providers. Managing IT operations means that incidents are inevitable. But when they happen, OP5 is absolutely outstanding. One hundred percent customer focused, rapid response, responsive, right attitude, helpful and extremely professional", concludes Stephan Gottschalk.



### CHALLENGE

Replacement of disparate management solutions for network components, servers, storage systems, communication infrastructure, server farms, virtualized working environment and applications with a unified monitoring solution for improved control.

### OP5 SOLUTION

OP5 Monitor Enterprise

### RESULT

DVB Bank now has central control over the entire chain in their IT environment from infrastructure and hardware to applications and business processes. Data is delivered at the right time and in the right shape giving DVB full control.

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