

Dynatrace assists healthcare provider with data center diagnosis and consolidation

Customer Story



SwissLife

Select

Industry

Financial services

Challenge

Swiss Life Select needed to improve quality assurance and offer reliable provision of IT services for the end user.

Solution

Dynatrace Network Application Monitoring (formerly DC RUM)

Results

- Service levels and their proof reflect the user's perspective
- Complete transparency of IT service quality ensured at all times by an integrated dashboard
- Significantly more effective use of IT resources for system monitoring with increased quality

Swiss Life Select Group is one of Europe's leading financial services providers, specializing in comprehensive, individual consultation and financial planning, focusing on private pension plans for the past 20 years. Swiss Life Select Deutschland GmbH, headquartered in Hannover, is the largest segment of the Swiss Life Select Group, with more than 300 finance divisions.

Business challenge

Securing a high level of availability and performance of IT applications is a key task for an IT provider. In accordance with Swiss Life Select-IT's understanding of itself, the perspective must focus on the client's point of view and must, therefore, concentrate on the route from the client to the datacenter and back. Quick, reliable, segment-oriented information is important for this purpose.

To guarantee this on the IT side, Swiss Life Select looked for an application monitoring solution that would ensure IT service quality and enable an end-to-end overview. The IT department needs to be able to see and analyze problems with IT applications that are experienced by the end user (i.e., the financial consultants on the client's site). Based on the information provided, it should be possible to understand errors very quickly and demonstrate both from the IT and business perspectives.

Solution

After a brief consultation with the Dynatrace Expert Services team, Swiss Life Select decided to adopt Dynatrace for permanent use. Significant factors in the selection of this solution were capabilities such as real-user monitoring and automated reporting via a dashboard. This means that IT service quality can be guaranteed at all times from the point of view of the end user, and IT services are provided in a reliable manner.

Results

"At Swiss Life Select, IT is one the keys to our success," said Jürgen Rössler, director of Information Systems at Swiss Life Select. The Dynatrace solution now makes all areas of IT visible "at a glance" via a dashboard and from the end-user perspective.

In the past, the lack of transparency with regard to the availability and performance of the applications often resulted in a lot of resources and time being taken up in rectifying faults that occurred. Now IT problems that occur can also be corrected proactively before they have a negative impact on end users. Errors can be quickly prioritized and resolved based on the business effects. "And the highlight is," added Rössler, "that the specialized departments and IT set the KPIs and threshold values for the performance



Juergen Lalla, IT Technology Manager; Nils Rubi, IT-Service Management Professional; Juergen Roessler, Director IT Information Systems (from left to right)

of each individual application." This transparent cooperation between specialized departments and IT ensures clear service level agreements and means that fields of action are displayed immediately and objectively.

In addition, "getting a feel of performance" is a thing of the past. The specialized departments are able to view the service quality delivered and they value transparency, which contributes to a positive reputation for IT within Swiss Life Select. Dynatrace has also made it possible to measure actual response times for each end user at every location and for every transaction. This means it is now possible for IT to assess non-availability and significantly slow response times within the SLAs that exceed jointly defined threshold values.

Nils Rubi, who is responsible for operation of Dynatrace at Swiss Life Select said, "Before the introduction of Dynatrace, we were only aware of the service quality from the point of view of the datacenter. If all of the component lights were green, everything was alright. However, the calls to our help desk showed us that this is by no means proof of good service quality from the point of view of end users. Now, it is the customer's experience that defines whether everything is running smoothly. And we are actually now able to identify problems that occur at an early stage, in most cases without users having to report them."

"The dashboard has become an important tool for IT service management, keeping us informed of the state of applications at all times," Rubi added. "The aggregation of the various system management solutions in the Dynatrace dashboard



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— Nils Rubi, Swiss Life Select

and the alarm function as defined threshold values are exceeded has enabled quality to be increased to the necessary level without additional staff."

The quality of IT services is now transparent at Swiss Life Select in Hannover for each employee. The Dynatrace dashboard is positioned on a large monitor in front of IT and shows at all times whether IT systems are working in the "green area." The high-quality requirements that Swiss Life Select places on its own performance can therefore be documented in IT and also contributes to improving Swiss Life Select's image in the eyes of customers.

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