

BB E MAPFRE: Automating Alerts with the Operations Control Center from SAP® MaxAttention™

GRUPO SEGUADOR
BB E MAPFRE

Company

GRUPO SEGUADOR BANCO
DO BRASIL E MAPFRE

Location

Sao Paulo, Brazil

Industry

Insurance

Products and Services

Insurance products

Web Site

www.bbmapfre.com.br

Partner

Indra

www.indracompany.com

Objectives

- Improve IT management
- Implement alert notification to monitor by exception the status of critical business processes and IT landscape components
- Perform root cause analysis effectively
- Resolve issues proactively

Why SAP

- Expertise of SAP® Solution Manager
- SAP MaxAttention™ services and their operations control center approach
- Support for best practices to lower total cost of operations and intensify monitoring

Resolution

- Established proactive monitoring to check data consistency between different SAP and third-party software
- Implemented active notifications to alert technical and functional IT operators

Benefits

- Visibility of critical business processes
- Ability to compare transactional data exchanged between SAP and third-party software
- Immediate analysis of issues followed by swift corrective actions
- Better understanding of software landscape
- Higher software performance

“The operations control center approach from SAP MaxAttention based on SAP Solution Manager enabled us to monitor and control the data consistency between the different software products running in our IT landscape. This helped us reduce operational costs and increase customer satisfaction.”

Liza Cavalcanti De Albuquerque, Gerente Executiva de Negócios TI, GRUPO SEGUADOR BANCO DO BRASIL E MAPFRE

Faster

System monitoring

Lower

Total cost of operations

Higher

Customer satisfaction

Swifter

Revenue stream

