



**Munich Re takes
HP OpenView Express
around the world
in 27 days**



**Münchener Rück
Munich Re Group**

Munich Re, the world's leading reinsurance company, counts on HP OpenView Express for Microsoft Windows NT and Microsoft Exchange server monitoring in its worldwide IT infrastructure.

In as little as 27 man days, P&P Informationstechnologie GmbH implemented this powerful monitoring solution on all of Munich Re's NT and Exchange servers worldwide.

Spanning virtually all time zones, this solution provides centralized control from a small number of management consoles.

HP OpenView

insurance



Business needs

Munich Re needed a robust NT server monitoring solution for its highly complex and mission critical communication environment distributed across the globe.

Benefits achieved

The HP OpenView ManageX based monitoring solution implemented by P&P provides Munich Re with the following IT management capabilities:

- NT resource monitoring – disk space utilization, processor load, memory load, swap file usage, event log error tracking.
- Microsoft Exchange monitoring – availability and performance, Exchange queues on the individual servers, e-mail transfer times, address book replication, disk space for log files, hanging Exchange processes.
- Windows NT services – network and NT system applications.
- General IT service level monitoring – online availability of systems and network connections between servers, daily backup operations.

About Munich Re

Originally founded as a reinsurance company in Munich, Germany, Munich Re (also known as Münchener Rückversicherungsgesellschaft) is set to become one of the leading providers of financial services worldwide. Munich Re currently serves more than 5,000 companies in around 150 countries.

In the primary insurance business, the Munich Re Group concentrates on personal insurance policies and insurance coverage for small and medium-sized firms.

Through MEAG, its newly formed asset management vehicle, Munich Re offers lucrative investment packages for institutional and private investors.

For further information on Munich Re, visit:

<http://www.munichre.com>

Taking on the challenge of growth

Serving more than 5000 customers in 150 countries worldwide, Munich Re depends on a rock-solid communications infrastructure for its day-to-day business. The Microsoft Exchange backbone is a mission-critical component of this infrastructure.

To ensure smooth electronic communication across its worldwide corporate environment, Munich Re deploys a large number of Microsoft Exchange servers as messaging servers at its Munich headquarters as well as in 27 other sites across the globe and a message backbone based on a "hub and spoke" technology.

Due to healthy growth figures in its traditional reinsurance business plus its recent expansion into asset management and investment services, was faced with a number of NT server monitoring issues such as performance, CPU load and swap space monitoring. With no IT administrators to monitor or troubleshoot the NT servers in its branch offices, Munich Re needed a distributed monitoring solution designed for integration with its Help Desk infrastructure ...

Solution implemented by a trusted partner

Having successfully completed a number of challenging IT projects for Munich Re, P&P Informationstechnologie GmbH was the partner of choice for the implementation of this centralized management solution. P&P was able to draw on its rich experience in HP OpenView based IT service management.

P&P began by installing HP OpenView ManageX plus the associated Smart Plug-In for Microsoft Exchange on the management console in Munich. P&P then added a number of monitoring policies customized for the specific requirements of Munich Re. When P&P distributed the monitoring agents to the Munich Re NT servers worldwide, these servers did not even need to be rebooted. With no on-site IT personnel at its smaller overseas subsidiaries, zero impact on business operations was one of the toughest requirements for the installation – a requirement that was easily met. "Of course, I would have been prepared to fly to Mauritius, but it was much more convenient to distribute HP OpenView ManageX from the management console in Munich", comments Manfred Leber, Technical Director of P&P Informationstechnologie GmbH."

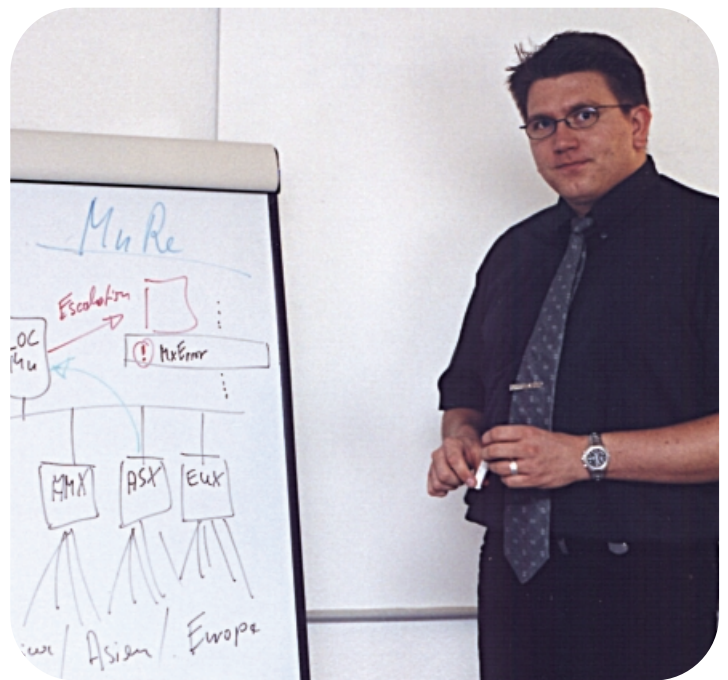
Within days, the P&P consultants were able to distribute HP OpenView ManageX to 30 Microsoft Exchange servers at 27 sites, including three central hub sites in the Americas, Asia and Europe. Each of these "hub" sites is home to two Microsoft

Exchange servers which handle the routing of messages to and from the "spoke" sites in individual countries.

Global business – global monitoring

A few minutes after HP OpenView ManageX had been distributed and started, the management console in Munich reported that the Microsoft Exchange MTA service in Bogota, Colombia, was down, preventing the sending and receipt of e-mails. Controlled by HP OpenView ManageX, failed messaging services are now started automatically – well before end users are affected.

A few days after its distribution, HP OpenView ManageX reported that a server in Moscow was



monitoring and messaging requirements of Munich Re "down under".

Within a week, Microsoft Exchange reporting showed the IT administrator in Hong Kong that the local server was handling a peak load of up to 200,000 e-mail messages per day.

Centralized control around the clock

Events on any of these Microsoft Exchange servers are monitored via the central IT management console in Munich. Help desk consoles set up in seven geographical regions provide monitoring information on local server events for first level support. Any problem escalation is handled by the Control Center in Munich or Toronto, depending on the time of day. Reports

"Our Help Desk now provides the proactive services we need to ensure customer satisfaction: we keep users informed, rather than users informing us. The monitoring solution implemented by P&P enables us to tackle any e-communication failures or bottlenecks up-front – before end users are affected. Following network failures, the "Guaranteed Delivery" option of HP OpenView ManageX ensures that pending messages reach their destinations. Our Help Desk leverages this HP OpenView based solution for premier support services across the globe."

Michael Kranawetter, Project Manager, Munich Re

continuously running at 100% processor load due to a fault in a backup device – a fault that may have been difficult to detect in the absence of any on-site operators.

HP OpenView ManageX also identified an impending shortage of disk space for user data on a server in Sao Paulo. Without automated routine checks, capacity bottlenecks are hard to locate because native Windows NT tools such as NT Performance Monitor cannot be deployed in such complex environments.

The HP OpenView ManageX based monitoring solution was very well received by the local IT administrators in the larger sites. For instance, the IT staff in Sydney, Australia, have developed and installed additional ManageX policies tuned to the specific event



covering Microsoft Exchange performance, NT server service level history and resource utilization are published regularly via an Intranet server in Munich.

Following smooth implementation, the HP OpenView ManageX based monitoring solution requires minimal maintenance. P&P consultants spend one or two days per month at the Munich Re headquarters in the Bavarian city of Munich, Germany, to provide database maintenance and customization services.

To put the Munich Re IT staff in control of their new monitoring solution, P&P provided a five-day training course for the reinsurer's international help desk administrators.



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