# Superpartners Optimizes IT Operations with HP and JDS

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Gary Evans, Chief Information Officer, Superpartners

**HP customer case study:** One of Australia's largest superannuation administrators', Superpartners, uses HP Business Availability Center to try and optimize the availability, performance and effectiveness of its business services and applications.

**Industry:**
Superannuation

### Objective:
To try and maximise the end-user experience, Superpartners sought to proactively monitor IT availability and performance

### Approach:
Superpartners adopted an HP Business Technology Optimisation (BTO) strategy with HP Business Availability Center software as the centrepiece in its application management strategy

### IT improvements:
- Superpartners has monitored the end-user experience, and believes it has isolated problems and resolved issues efficiently and effectively
- Increased the quality of its services to the business, its customers and employees
- Better understanding of the complexities and interdependencies of its IT infrastructure including networks, systems and applications
- Improved SLA compliance and believes it has reduced exposure to risk

### Business benefits:
- Improvement of the performance and availability of Superpartners' IT Infrastructure and Applications
- Association with JDS Australia delivered fast-time to value
- Gained true end-to-end visibility of its systems to improve the end-user experience
- Improved service quality, increased productivity and gained confidence in the availability and performance of its applications.
- Operational efficiencies, alignment of business and IT, and delivery of better governance

### About Superpartners
Superpartners is one of the largest superannuation administrators' in Australia, employing over 1,500 people in eight offices Australia-wide. The company services about 6 million member accounts, 667,000 employer accounts and has over $72 billion in funds under administration.

Recognising that technology is a key enabler of its success, Superpartners develops core applications in-house, and sources third party products and services that complement its offering. Operating a business on considerable scale and complexity, the company has embraced a service-oriented technology strategy with business efficiency and service delivery as its focal points.

With a mission to achieve efficiency and effectiveness through operational excellence, Superpartners sought to strengthen the end-user experience by gaining greater visibility into its IT infrastructure. The company turned to HP and adopted a Business Technology Optimization (BTO) approach to optimize the availability, performance and effectiveness of its business services and applications with HP Business Availability Center software.

### Taking a Proactive Approach and Gaining End-to-End Visibility
In supporting such a large user base, Superpartners is keenly focused on ensuring its business processes and technology operations deliver value to the business. Prior to implementing HP Business Availability Center, the company had outsourced monitoring of its infrastructure, which proved limiting. And with the growth of the organisation's application portfolio, the need to comprehensively and proactively monitor the health of its systems became increasingly apparent.

> "We have improved the quality of our services and are benefiting from increased productivity by having the ability to concentrate resources where needed and by achieving generally quicker resolution time. We have also enhanced SLA compliance and we have improved reporting on both infrastructure and application availability. Finally, the synthetic monitoring that HP Business Availability Centre provides reduces our application deployment risk and we have gained confidence that our applications will perform as intended."
> Gary Evans, Chief Information Officer, Superpartners

*"Not only are we are also enabling a much more efficient environment, but we are delivering better governance, particularly around our SLAs."*
Gary Evans, Chief Information Officer, Superpartners

Gary Evans, Chief Information Officer, Superpartners explains, "We needed to gain a better understanding of our environment and we wanted to become proactive and respond more effectively to incidents. The early warning systems that we had in place just weren't enough. We also wanted a more accurate way to determine if we were meeting our Service Level Agreements. Put simply, we needed a comprehensive application management solution and HP Business Availability Center met our requirements."

### Partnering to Fast-Track Time to Benefit

To facilitate deployment, Superpartners engaged HP Business Partner, JDS Australia, experts in software testing and monitoring with HP solutions. JDS provided specialist services in application monitoring to help Superpartner realise value from its HP investment. Steve Smith, General Manager (Victoria) JDS says, "Superpartners was quick to recognise the benefits of application monitoring, particularly in terms of enhancing their end-user services. In a matter of weeks they were monitoring the availability and performance of their application, and gaining true end-to-end visibility into what was happening

behind the scenes. By having access to vital and detailed information about their systems, they can now be appraised of issues ten minutes before their end-users experience an outage, and begin resolution.

Overall, Superpartners is realising the benefits of proactive visibility and access to a consolidated end-user and infrastructural view of their application performance. They have achieved much improved SLA compliance and have considerably reduced risk. We are delighted with the outcome and believe that the collaborative approach we established with Superpartners is the key to success."
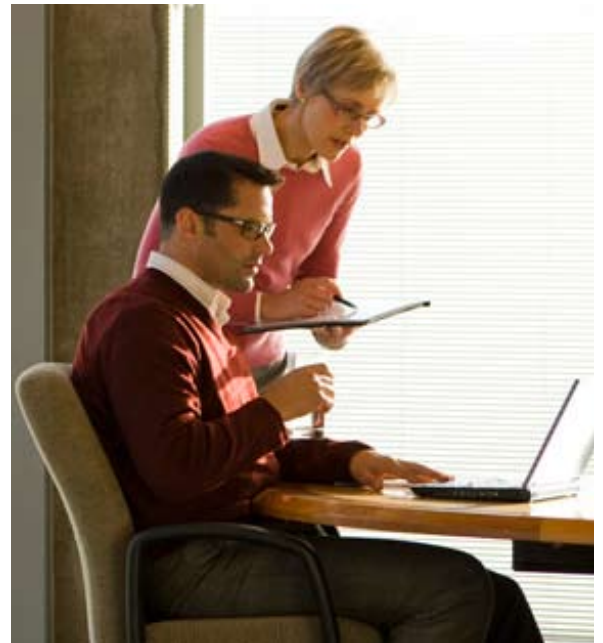
### Fast Resolution of Problems, Productivity Gains and Reduced Risks

A comprehensive business application management solution, HP Business Availability Center has allowed Superpartners to monitor the health of its systems. Specifically, the organisation is keeping a close eye on the end-user experience, continuously isolating problems and assessing the status of key services and applications.

Gary explains, "HP Business Availability Center has enabled us to see the actual performance of our systems as experienced by our customers. It provides us with an early warning system and we can drill

down to the transaction level to examine potential issues. We now have the ability to pinpoint exactly where a problem might be and potentially fix it before our end-users experience degradation in our systems.

In addition, HP Business Availability Center has helped us better understand the complexities and interdependencies of our IT infrastructure including networks, systems and applications. In turn, this provides us with the information we need to diagnose, isolate and fix problems quickly to maintain business continuity. As a result, we have improved the quality of our services and are benefiting from increased productivity by having the ability to concentrate resources where needed and by achieving quicker resolution time. We have also enhanced SLA compliance and we can now report on both infrastructure and application availability. Finally, the synthetic monitoring that HP Business Availability provides reduces our application deployment risk and we have gained confidence that our applications will perform as intended."

### Better Governance and Future Plans

Today, Superpartners' Technology team is able to undertake forward planning, proactive management and maintenance of its systems,

instead of functioning in a reactionary state. This is delivering added benefits as the organisation's business operations and future direction can be fully supported by a high-performing technology infrastructure, capable of adapting to market changes.

Gary elaborates, "We are yet to capitalize on the full potential of HP Business Availability Center. We still have additional functionality and capabilities to leverage to further optimize our systems, but we're now in a strong position to react and fix issues quickly. Not only are we also enabling a much more efficient environment, but we are delivering better governance, particularly around our SLAs."

Looking to the future, we are aiming to ensure HP Business Availability Center is rolled out across all our application environments. This will enable us to gain true alignment between our monitoring capabilities and our user experience, to achieve end-to-end optimization of our services and applications."

On the whole, HP Business Availability Center is enabling Superpartners to manage and optimise the quality, performance and effectiveness of its business services and applications.
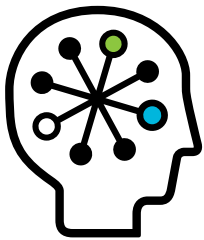
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