Overview
Vancity is Canada’s largest community credit union, with $18.6 billion in assets, 501,000 member-owners, and 58 branches in greater Vancouver. Vancity uses an integrated software suite from Micro Focus, including Operations Manager i (OMi) providing “single pane of glass” visibility—to streamline IT management while ensuring “five nines” uptime.

Challenge
Modernized Platform Demands Unified Management
Growth is driving change at Vancity—growth in the numbers of branches and members, and with the migration from Unix/Oracle-based systems to Microsoft Windows SQL Servers—growth in the IT environment. While modernizing its core banking application from an old mainframe system to Temenos T24, Vancity is doubling its server count and increasing data volume 38% a year. In this context, Vancity aimed to minimize risk and ensure “always-on” availability. A long-time user of Micro Focus software to drive efficiencies, the credit union recently deployed OMi to simplify, integrate, and automate IT operations management.

Vancity needs its internal and external applications—including databases, Customer Relationship Management (CRM) system, online banking and ATMs—to run securely and flawlessly for exemplary service to members. The credit union relies on Micro Focus Security ArcSight for enterprise security, and a suite of Micro Focus operations management tools to deliver performance, speed, and efficiency. Vancity also uses InfoPath forms for monitoring, and a range of third-party solutions including System Center Operations Manager (SCOM) and NetScout. Its challenge was to integrate all of these solutions to deliver enterprise visibility and proactive control.

“For us, the story is tying together all of the disparate systems,” says Jay Rooney, a systems analyst III at Vancity. “OMi—the OpsBridge—is the only tool I know that lets you do that, and automate management from a single pane of glass.”

Solution
OMi Delivers Event Correlation, Unified Dashboards
Vancity has used Micro Focus Operations Manager (OM) since 1999 for fault and performance monitoring. They evolved to OMi which sits on top of OM to act as a manager of managers, federating data from Micro Focus and third-party tools and applying analytics to deliver consolidated business service management. “It lets us bring in our multitude of monitoring...
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Jay Rooney
Systems Analyst
Vancity

The ability to push default monitoring and system policies is part of a larger picture of easier change management. Using Micro Focus software, Vancity discovers assets as they come online, shares change requests with the monitoring system, uncovers legacy system interconnections, and prevents unexpected downstream consequences. Security and high availability create a satisfying customer experience and reduce risk while freeing IT staff to focus on providing value to the business—such as the current infrastructure transformation. “The takeaway from all of this,” Rooney says, “is that we’re bringing our legacy environment up to date and also simplifying management.”

Learn more at
www.microfocus.com/opsbridge