



Boeing Employee Credit Union (BECU) Sees Large Dividends in Cost-Savings Driven by Foglight®

Foglight Enables Reallocation of 70 Percent of On-Call Monitoring Staff to New, Business-Critical IT Projects

BECU, formerly known as Boeing Employees Credit Union, serves more than 525,000 members and has more than \$8 billion in assets. The Seattle-based organization is the largest credit union in Washington and one of the top five financial cooperatives in the country. BECU currently operates 43 locations in grocery stores and two main financial centers in Everett and Tukwila.

BECU's core transaction system runs in production on a large mixed environment including backend databases and Unix and Windows servers.

The Challenge

BECU was using BMC Patrol to monitor its Windows servers and operating systems, but the software was not fitting the bill. "We realized we needed an enterprise solution where we could have a single-pane-of-glass view into what was going on in the enterprise," said Kyle Welsh, Vice President of Technology Services at Boeing Employee Credit Union.

Another goal for BECU was to become more proactive in application management and monitoring. "We wanted something to tell us what monitoring threshold was going to be exceeded and when, instead of letting us know that it had already happened," explained Welsh.

Another top priority for BECU was to enhance the end-user experience. "Managing performance and availability for end users is the most important thing we do in IT," stated Welsh. "Building, integrating and managing technology to enable the business is why IT is here. At the end of the day, if we can't serve our members and perspective members—nothing else matters."

In addition, improving capacity management and root-cause identification was important to BECU. "We recognized we needed a way to predict, prioritize based on business impact and resolve potential issues," stated Welsh.

The Quest Solution

BECU selected Foglight as its enterprise management solution for its "ease of deployment and ease of use from an administration standpoint," according to Welsh. Foglight is an application management solution that provides proactive monitoring and real-time diagnostics from the end user to the database.

The improvements in capacity management came quickly for BECU. "Because of the architecture of Foglight, the agents that are deployed to the servers are lightweight, with relatively no data stored locally on the servers," Welsh explained. "Everything is sent up to one, central management server. We deployed Foglight out to a few dozen servers pretty quickly and started seeing results right away."

Foglight also improved root-cause identification for BECU, enhancing visibility into the application environment. "Now, instead of seeing what is happening on a server-by-server basis, we can see what is happening with dozens of servers at a time," said Welsh. "With Foglight 5, we have a one-stop shop to see inside the state of the enterprise."

Easier root-cause identification also greatly improved the end-user experience for BECU members. Since end users interact mainly with BECU's external web sites, their experience is measured between the web server and the web browser. "With Foglight 5, we can drill down and see where the problem is and what is causing it," said Welsh. "Foglight shows us exactly where the problem is so that we can fix it fast."

In addition, BECU used Foglight 5 to more closely unify IT and the business. "We deployed version 3 of Foglight, migrated to 4, and now at the end of last year migrated to 5," said Welsh. "What is important now is having a view of the business. The IT stuff is a given; but now we are enabling the business using Foglight."

"Prior to really getting Foglight up and running, we would have an average of about 10 staff on call outside of normal business hours. Now, there's typically only three people on call. The other seven are now working on projects."

—Kyle Welsh,
Vice President of Technology Services,
Boeing Employee Credit Union

Overview

Headquarters

Seattle, Washington

Services

Banking and Financial Services

Critical Needs

- Obtain an enterprise management solution, and achieve proactive monitoring
- Ensure a quality end-user experience through application performance and availability
- Improve capacity management
- Unify IT initiatives more closely with the goals of the business

Solution

- Foglight
- Quest Professional Services

Results

- Lowered monitoring operational costs, and refocused seven people onto higher business-value projects
- Achieved greater end-user satisfaction through enhanced performance and availability
- Reduced hardware costs due to proactive problem resolution and capacity management
- Improved collaboration between business and IT as a result of improved IT performance, refined processes and greater end-user satisfaction

The Bottom Line

Most importantly, Foglight provided BECU with greater visibility into its IT infrastructure and its business “Foglight has not only provided our organization with a single-pane-of-glass view into how our infrastructure is performing, more importantly it has also given us a similar view into how our business is serving our members, and prospective members,” said Welsh.

Also, Foglight’s application management and monitoring capabilities—including proactive monitoring and easy root-cause detection—enabled BECU to see dividends in the form of cost-savings, including a reduction in on-call monitoring staff and reallocation of IT staff from on-call monitoring duties to higher business-value projects. Plus, Foglight reduced BECU’s hardware costs through proactive problem resolution and capacity management.

Welsh explained, “Prior to really getting Foglight up and running, we would have an average of about 10 staff on call outside of normal business hours. Now, there’s typically only three people on call—the other seven IT employees are now working on projects that will move the organization forward, so we’re not just about sustaining operations. Also, before Foglight, if we ran into an application performance issue and we couldn’t pinpoint the problem quickly, we would throw hardware at it. Now we are less reactive and can see what problems are coming, especially with some of Foglight’s capacity management capabilities. Foglight allows us to stay out of the fire-fighting mode, which can be expensive.”

However, beyond cost-savings, it was Foglight’s ability to improve the end user experience that first earned the attention and acceptance of BECU’s business management. In just one example, Foglight was used to resolve a problem that was causing an internal application to run slowly. Resolving the problem resulted in improved performance, refined processes and greater end-user satisfaction. “Now, the BECU management team members are engaged,” said Welsh. “They want to see the Foglight reports, go over everything with a fine-tooth comb and look for more and more opportunities for improvements.”

All of Foglight’s benefits combine to allow BECU to more closely unify its IT initiatives with its business goals. “In the old school IT days, how many times did the business come to you looking for a solution?” asked Welsh. “While our IT department has been aligned with the business for several years, we need to constantly add value by bringing everything together. That’s where the magic is. And, that’s what Foglight does for us.”

BECU worked with Quest Professional Services during its implementation of Foglight. What meant the most to Welsh and his team during the implementation was hearing about the experiences of other Foglight users. “The most important benefit was learning the tips and tricks from other client sites,” said Welsh.

About BECU

With more than 525,000 members and more than \$8.0 billion in assets, BECU is the largest credit union in Washington and one of the top five financial cooperatives in the country. BECU currently operates 43 locations in grocery stores and two main financial centers in Everett and Tukwila. All Washington state residents are eligible to join.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest’s Foglight® application management solution aligns IT services with end users and the business, resolves problems faster to reduce downtime, and lowers the operating cost of managing applications. Quest Software can be found in offices around the globe and at www.quest.com.