



CASE STUDY

# With Infovista, EULER HERMES enables IT innovations to deliver a wealth of services

## Company

Euler Hermes is the worldwide leader in credit insurance and one of the leaders in the areas of bonding, guarantees and collections. Its mission is to help companies of all sizes and in every industry sector around the world develop their business safely, by protecting them against the risk of customer payment default. Euler Hermes has developed a credit intelligence network that enables it to analyze the financial stability of 40 million businesses across the globe. For more than 100 years, Euler Hermes has expanded both organically and through acquisitions, strengthening its market presence, its capacity to anticipate and its responsiveness. Driven by customer centricity, Euler Hermes is continually developing its workforce and improving its service to customers.

### CHALLENGE

The Financial Services Industry is ever-changing and Euler Hermes' competitive advantage depends heavily on its ability to handle various types of risks, especially in turbulent economic times. To maintain its strong leadership in existing markets and obtain significant growth in new markets, Euler Hermes relies on a global networked IT infrastructure to adapt and respond in real-time to diverse customer demands.

### AT A GLANCE

#### BUSINESS SECTOR

- Financial Services Industry

#### THE COMPANY

- 6,400+ employees
- Revenue: €2.15 bn
- 150 sites

#### CHALLENGES

- Frequent business critical application issues resulting in productivity losses,
- Prepare the network for a global data center consolidation,
- Implement tools and KPIs to manage a consolidated Wide Area Network (WAN).

Critical business applications including the IRP (Information, Risk and Policy management) application developed in-house, the Euler Hermes OnLine Information Service (EOLIS), a state-of-the-art CRM system and SAP to harmonize accounting and controlling procedures, need to be always available for Euler Hermes' international workforce of 6,400+ employees.

Before using Infovista's Application Aware SD-WAN (formerly Ipanema), users' productivity at Euler Hermes was at risk. The Quality of Experience (QoE) of business critical applications was negatively impacted by increased peaks of activity during financial reporting periods, uncontrolled traffic from software upgrades, antivirus updates, online backups and large file transfers. Euler Hermes' IT department had poor visibility of what was happening on the network and MPLS based Quality of Service (QoS) was unable to ensure the delivery and protection of business critical applications.

At the same time, Euler Hermes was undertaking an IT transformation plan to manage the group's 150 disparate sites in an integrated and global manner. The IT department was tasked with increasing productivity and reducing costs by implementing standardized and shared IT solutions, to facilitate the transfer of knowledge and best practices throughout the group. An ambitious multi-year IT consolidation initiative was launched involving 3 key components: the network, applications and servers. Euler Hermes' objective was to build on this foundation to enable the easy adoption of innovative applications such as SaaS and Unified Communication and Collaboration (UCC).

#### WHY CHOOSE INFOVISTA

- **Visibility on network usage and end user Quality of Experience (QoE),**
- **QoS and Control to protect business critical applications,**
- **Global management using business KPIs.**

#### PROVEN BENEFITS

- **Guaranteed performance of business critical applications,**
- **Successful network and server consolidation,**
- **Network budget and suppliers are under control.**

Infovista develops next-generation solutions for enabling large enterprises to have full control and optimization of their global network; private cloud, public cloud or both.

The Infovista System unifies performance across hybrid networks. It dynamically adapts to whatever is happening in the traffic and guarantees constant control of critical applications. It is the only system with a central management and reporting platform that scales to the levels required by Service Providers and large enterprises. With solutions used extensively by many of the world's largest telecom providers and enterprises across business and public sectors, Infovista controls and optimizes over 100,000 sites among 1,000+ customers.

Infovista's Application Aware SD-WAN enables any large enterprise to institute WAN Governance for aligning and automatically managing WAN performance according to business objectives. Infovista solutions

**CHOOSING INFOVISTA**

With a history of growth through acquiring different companies, Euler Hermes works with multiple Service Providers in different parts of the world to meet local needs. As part of the network consolidation initiative, Verizon was chosen as Euler Hermes’ main global Service Provider. After benchmarking leading WAN Optimization solutions on the market, Euler Hermes selected Infovista (formerly Ipanema Technologies) through its system integrator Clariteam.

The scope of project consists of 15 physical ipengines deployed in Euler Hermes’ data centers and main sites. Application Aware SD-WAN provides control of Euler Hermes’ global WAN via 75 teleengines for the remaining sites.

Thanks to the advanced QoS and Control feature of ANS™, Euler Hermes’ business critical applications are always protected against uncontrolled peaks of less important traffic over the global WAN.

Through Application Aware SD-WAN SALSA™ central management and reporting, Euler Hermes’ IT staff is able to monitor the delivered Quality of Experience (QoE) to users of business critical applications using the Application Quality Score (AQS™). Using dedicated tools they can find the root cause of application performance degradations.

**OBSERVED BENEFITS**

**GUARANTEED CRITICAL APPLICATION PERFORMANCE**

Euler Hermes’ network no longer suffers from business critical application performance degradations due to peaks of less important traffic. Root cause of application performance issues are found and fixed rapidly. User satisfaction and productivity has improved, enabling Euler Hermes to better respond to customer needs.

guarantee business application performance and continuity in a cloud computing world—anytime, anywhere. Using Infovista, enterprises:

- **Enable Cloud-Ready Network**
- **Guarantee user experience**
- **Accelerate business applications**
- **Unify hybrid networks**
- **Save on IT costs**

**“ Euler Hermes provides tailored solutions to meet the diverse needs of our customers. Application reliability and performance is essential to our ability to respond rapidly to customers, enabling them to run their businesses and manage risks with the most up to date and relevant information. The Infovista (formerly Ipanema) System is a real asset, guaranteeing Euler Hermes’ application performance. ”**

Pierre Ferrero  
Telecom and Network Manager  
Euler Hermes.

**SUCCESSFUL NETWORK AND SERVER CONSOLIDATION**

Application Aware SD-WAN proved to be a key asset in successfully completing Euler Hermes’ ambitious server, network and application consolidation plan. The network is now able to empower innovative IT projects including the migration to Salesforce.com and Unified Communication and Collaboration.

**NETWORK BUDGET AND SUPPLIERS ARE PUT UNDER CONTROL**

Euler Hermes’ network team is now able to monitor the performance of network suppliers against the defined SLAs. Bandwidth upgrades can be justified. Factual data and easy to understand metrics can be used to interface with application managers to ensure the success of new application rollouts.



Specialized in auditing, network optimization and application performance, Clariteam offers managed services for the WAN. As editor of the portal Web Visibility, Clariteam offers high-level SLA reports for network managers and IT to facilitate decision making.



Verizon Business, a unit of Verizon Communications is a leading provider of advanced communications and information technology (IT) solutions to large business and government customers worldwide. Combining unsurpassed global network reach with advanced technology and professional service capabilities, Verizon Business delivers innovative and seamless business solutions to customers around the world.

## About Infovista

Infovista, the leader in modern network performance, provides complete visibility and unprecedented control to deliver brilliant experiences and maximum value with your network and applications. At the core of our approach are data and analytics, to give you real-time insights and make critical business decisions. Infovista offers a comprehensive line of solutions from radio network to enterprise to device throughout the lifecycle of your network. No other provider has this completeness of vision. Network operators worldwide depend on Infovista to deliver on the potential of their networks and applications to exceed user expectations every day. Know your network with Infovista.