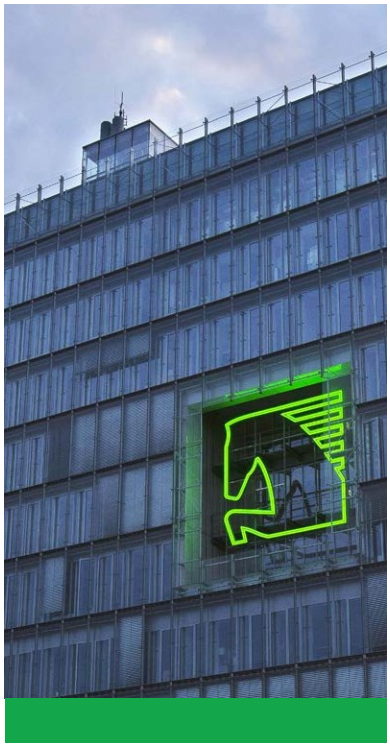

LVM DETECTS STORAGE BOTTLENECKS BEFORE THEY BECOME A PROBLEM – WITH BVQ

The insurance company LVM Versicherung uses the BVQ solution from SVA to keep its storage systems in shape – possible bottlenecks are identified before they can become a serious problem.

AT A GLANCE

THE TASK

Finding and solving performance bottlenecks with BVQ, in collaboration with SVA storage specialists

SYSTEMS, SOFTWARE AND SERVICES

> IBM Spectrum Virtualize (SAN Volume Controller)

> IBM Storwize V5000

> IBM FlashSystem 840

> SVA BVQ (Base Edition) with
- BVQ Accounting Package
- BVQ Service Level Management Package
- BVQ VMware Integration Package

BENEFITS

> Monitoring and proactive management of critical systems using dashboards, reporting and alerts

> Planning certainty thanks to current and historical performance and capacity information

> Lower costs thanks to greater ease of planning investments

LVM VERSICHERUNG

Around 3.4 million customers place their trust in LVM Versicherung, with more than 11.2 million insurance policies. With almost €3.4 billion of income from premiums and capital assets of over €18.2 billion, LVM is one of the top 20 direct insurance groups in Germany. Around 2,300 LVM experts with over 4,800 employees in insurance agencies all over Germany offer on-site customer service, supported by 3,600 employees at the company headquarters in Münster and in-field service. The group has a complete product portfolio for private and commercial customers.

LVM offers additional insurance and financial services products through its own bank, Augsburger Aktienbank AG, and its partners hkk, Aachener Bausparkasse and Federated Investors Inc.

THE CHALLENGE

In order to support its customers as quickly as possible, the insurance company needs highly available IT systems. For this reason, LVM operates a high-availability solution with IBM Spectrum Virtualize (IBM SAN Volume Controller) within its storage infrastructure. In an enhanced stretched cluster setup across two data centers, each of the IBM storage virtualization nodes is operated with a storage package consisting of IBM Storwize and IBM FlashSystems.

Among other things, this setup helps LVM run and ensure the high availability of its heterogeneous server landscape with VMware, IBM Power Systems and all the necessary applications. Of course, the monitoring of operating states also plays a major role in detecting possible risks at an early stage and eliminating them. The current loads and latencies must be determined at all times so that they can be compared to the respective limit values. This precise knowledge of requirements and loads is then also used in growth planning in order to procure storage systems and expansions with the ideal performance and at optimized costs.

SVA SOLUTION: BUSINESS VOLUME QUALICISION (BVQ)

The Business Volume Qualicision (BVQ) solution from SVA offers a uniform, central laid out monitoring and analysis system. All of the main levels within the IBM storage virtualization solution and the systems connected to it are examined with regard to the size of and adherence to limit values, as well as critical factors. BVQ alerting can help automate this monitoring function. Predefined favorites and analysis methods make it easy to use and work with BVQ, as they specifically show areas that are critical and thus need to be monitored continuously. Topological lists, capacity-based displays and performance views are arranged in dashboards in a manner enabling a fast overview of all essential values.

"We use BVQ because this is the only solution that displays values that can potentially result in performance bottlenecks."

"Here, we can identify critical values before they become a problem!"

LVM IT Administration

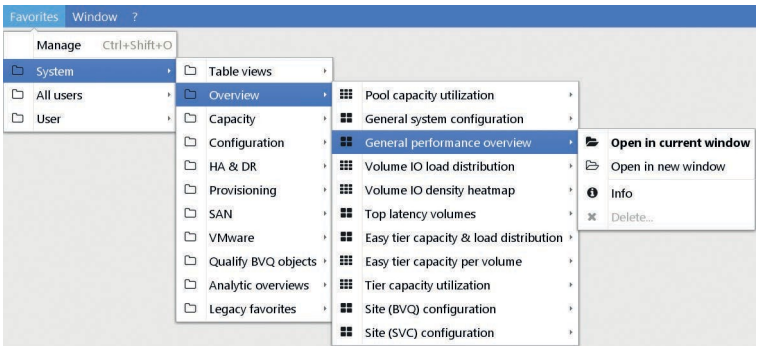

Fig.: New favorites tree

If performance problems arise in applications, the administrators can quickly determine whether the problems are caused by the storage system, or originate from different levels of the infrastructure. In the event of a storage issue, the structured performance analysis can now isolate and solve the problem very quickly. When doing so, it is often helpful to perform a comparison with historical load data, which is available in BVQ at all times.

LVM relies on BVQ because..

> all critical parameters are monitored in a simple and clear process.
> performance bottlenecks are analyzed directly, very quickly and in detail.
> incorrect loading, performance peaks and critical response times are found and prevented in a proactive manner.
> the use of BVQ enables a special degree of planning certainty for future expansions of the IT landscape.
> the collaboration with SVA is outstanding and the colleagues' expert knowledge is available at all times.

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