



Large North American Financial Institution drives down IT Costs by 50%-70% while increasing productivity.

Overview

Country: United States

Industry: Financial Services

Customer Profile

Founded in 1817 as Bank of Montreal, today BMO Financial Group is a highly diversified financial services provider offering clients a broad range of personal, commercial, corporate and institutional financial services across the United States and Canada through [BMO Bank of Montreal](#), [BMO Nesbitt Burns](#), [BMO Capital Markets](#) and our Chicago-based subsidiary, [Harris Bank](#).

Business Situation

BMO was looking for a server and application monitoring and planning solution that could help them identify potential issues quickly and drive out inefficiencies in a cost effective manner. To guide key decisions in consolidation and virtualization, they were interested in capacity planning, forecasting, and historical trending reports.

Solution

Joe Kitchen, BMO, chose 'up.time' to monitor their servers and applications and aid in capacity planning. The move resulted in 50% - 70% reduction in IT costs, an increase in IT productivity, and a better server monitoring and planning solution.

Benefits

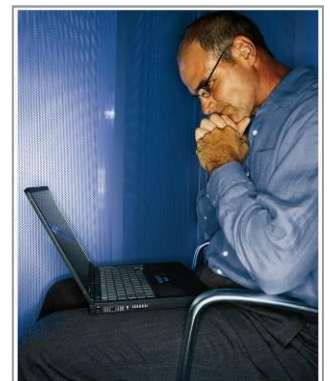
- ✓ 50%-70% decrease in IT costs
- ✓ 25% increase in productivity
- ✓ Increased infrastructure uptime and performance
- ✓ A solution that is easy to use, and senses problems proactively before they happen.

"We saved between 50%-70% during our implementation of 275 servers and couldn't be happier with uptime's solution and their service."

Joe Kitchen, Sr. Technical Manager, Bank of Montreal Financial Group

The Bank of Montreal Financial Group (BMO), with its leading IT practice in the financial services industry, has improved their server and [application performance monitoring](#), system performance, and capacity planning and forecasting by choosing uptime software's 'up.time' solution. With enterprise infrastructure monitoring that includes web and data servers, development and application testing, and QA environments, 'up.time' provided BMO an all-in-one solution for performance monitoring, load testing, disk allocation thresholds, and capacity planning. What was the net value to moving to up.time? "A 50%-70% IT savings in installation, and a 25% boost in productivity and business efficiency," according to Joe Kitchen, Sr. Technical Manager at BMO. Joe's IT team now consistently pinpoints and heads off infrastructure problems before they can cause outages.

"The up.time solution exceeded all our server monitoring and planning expectations. We looked at other solutions, including IBM, and chose up.time based on reliability, functionality, ease of use, and the large cost savings." suggests Joe Kitchen, Sr. Technical Manager, Bank of Montreal Financial.



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For More Information

For more information about uptime software inc. or up.time - Enterprise Monitoring and Planning Software that Just Works, please call the uptime Sales Information Center at 416.868.0152. Alternatively, visit our website to learn more about uptime at: www.uptimesoftware.com.

You may also choose to download uptime's latest software solution for monitoring and planning, up.time. [Download by clicking here.](#)

For more information about The Bank of Montreal, please visit the Web site at: www.BMO.com

Situation

The Bank of Montreal (BMO) needed a server and application monitoring solution that was both robust and cost effective. Specifically, they wanted,

- ✓ An easy to use systems and [server management software](#) solution
- ✓ [Capacity planning](#) for consolidation and virtualization
- ✓ To quickly pin down memory leak issues
- ✓ To proactively monitor disk utilization and loads
- ✓ A better and more affordable solution than Microsoft, IBM, or HP.

BMO's business and IT requirements led to 'up.time,' enterprise monitoring and planning software that just works, from uptime software.

Easy, Real-time, Mission Critical Server Monitoring



In financial services, downtime is *not* an option. BMO needed a quick turn around

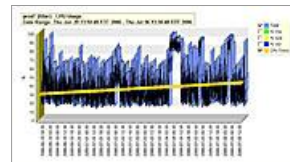
solution to help them monitor their infrastructure and aid in application testing. 'up.time' helped BMO take control of their IT environment quickly, driving both better utilization and problem resolution.

"up.time is one of the easiest [monitoring tools](#) and planning software solutions we have worked with. It provides the reports and metrics we need right out-of-the-box with excellent graphing. In my mind, simple and user friendly software + complete monitoring and planning functionality = a powerful solution" says Kitchen.

As in most large organizations, and especially financial institutions, BMO has a heterogeneous environment that needs to be monitored across a number of different platforms and systems, and wanted a proven Windows and [Solaris system monitoring tool](#). up.time is the perfect fit, monitoring across Unix, Linux, Windows, Solaris and Novell. uptime software consistently provides free updates with their support teams and will

work with customers to develop custom scripts and plug-ins if needed. Their 'Knowledgebase' support portal and customer forum also helps customers to network and exchange best practices.

Historical Data Trending: Capacity Planning and [Server Consolidation](#)



In order to capacity plan, a solution must collect historical data and present it

in a meaningful way to facilitate decision making. BMO uses up.time's planning and trending features to help with management decisions on consolidation and virtualization. up.time's graphing and reporting strengths provide both out-of-the-box and customizable charting that helps customers quickly understand where efficiencies can be realized.

Cost Savings

BMO saw measurable cost saving straight away. IT cost reduction included 50%-70% during the implementation phase, as well as the added ability to reallocate resources that were tied up in monitoring previously.

It's not just the licensing that equates to the lower cost, but the ease of installation, the lack of consulting needed, and the increase in productivity from its industry leading browser interface and best-in-class reporting. All in all, up.time provides the alerting, reporting, and trending solutions needed for enterprise monitoring and planning at a cost that is unbeatable in the marketplace today.



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