



MACSF Groupe supervises its network and controls the service delivered by its operator with ServicePilot Technologies

ServicePilot offers a comprehensive and real time visibility on MACSF's network while providing operational proactivity

Houston, Texas (USA) and Paris, France, November 23, 2007 - ServicePilot Technologies (www.servicepilot.com), an innovative network service and fault management software company, announces that MACSF Groupe has selected ServicePilot to manage its distributed network serving the company's headquarter, based in La Défense, and its back-up site, and 80 local agencies spread over the french territory. The implementation of ServicePilot Technologies' solution provides MACSF with analysis and troubleshooting features to tackle and quickly solve any encountered issue or failure. With ServicePilot, MACSF verifies the presence and quality of service provided by the network operator.

MACSF Groupe, a mutual insurance company dedicated to health professionals employed by hospitals or in private practice, positions itself as one of top 20 insurance companies in France. MACSF has more than 1,200 employees, counts 630,000 members and manages more than 1,600,000 contracts. MACSF's income has reached €1.5 Billion in 2006.

By end 2005, MACSF defined its global needs to improve the proactivity of its operations.

« Our WAN network (160 Cisco routers) spanning our 80 agencies is operated by 9Cegetel. We were looking for a tool that could provide us with access to log-type information (SNMP trap or Syslog), and the capability to poll the equipments and obtain, in real time, the link load. Moreover, we wanted to manage our switches (80 on our remote LAN and 50 over the headquarter LAN), with oversight of bandwidth, memory used ... and rapidly get back the alarms with mail generation for an efficient resolution or even an anticipation of problems. Finally, our department being in charge of perimeter security (firewall, proxy, antispam, etc.), we needed to monitor the availability and load of the equipments protecting our Information System » said Arnaud Tietz, Network Engineer, member of Network & Operations team, Groupe MACSF.

MACSF quite naturally has made inquiries with its integrator, Axians, to advise and help in choosing the supervision solution that meets all its expectations.

After existing solutions survey, Axians recommends ServicePilot.

Respecting the Try & Buy process, used for every project at Groupe MACSF, ServicePilot was initially pilot-tested for several weeks on the entire MACSF network, during the second half of 2006. ServicePilot rapidly proved to have a rich host of monitoring and diagnostic features. The solution then went live in 2007.

« We are particularly satisfied with the friendliness of ServicePilot. Its use is very easy and intuitive. We now have a global vision of our real-time network. Finally, we can monitor at any time, the presence and quality of service provided by our operator. » adds Arnaud Tietz.

« In a delegated environment such as the Groupe MACSF one, companies must be able to measure the quality of service delivered by the operator. In addition, the application traffic that flows through the infrastructure of mutual societies is mission-critical and requires a continuity of service. Therefore it is vital to anticipate and ensure the network availability and performance. » underlines Bertrand Mahé, President and CTO of ServicePilot Technologies. *«It is in such demanding contexts that our technology demonstrates all its richness».*

About Groupe MACSF

MACSF Groupe is the first insurer in France for health professionals. It brings together over 630,000 members - students, liberals, employees or retirees - manages more than 1,600,000 contracts, and more than 15 billion euros in assets. It realizes an annual turnover of 1.5 billion euros. More than 1,200 employees are committed daily for its policyholder satisfaction with a spirit of quality, service, innovation and trust. So it is no coincidence though, to date, MACSF Groupe, the insurer by excellence for medical and paramedical professionals, insures 3 doctors on 4 and in general nearly 1 health professional about 2.

About ServicePilot Technologies

ServicePilot Technologies designs software solutions that offer business and technical visibility into IP infrastructures and guarantee quality of service and high performance for critical applications. ServicePilot is one of the very few available solutions that promote a proactive approach, by providing a comprehensive and consistent monitoring of enterprise networks, servers and applications and ensuring high availability and performance of business applications. By combining fault management features, performance management, SLA management, and capacity planning into a single platform, ServicePilot offers a significant competitive edge and optimized ROI. ServicePilot is currently used by many organizations, including Banque Populaire, Caisse d'Epargne, Crédit Agricole, HSBC, AGF, Groupama, Maif, Groupe MACSF, Chantiers de l'Atlantique, EDF, Cramif, CG35, and AFP.

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