



## **ServicePilot streamlines the monitoring of Crédit Agricole du Nord's heterogeneous infrastructure**

*ServicePilot monitors the information systems of Crédit Agricole Nord de France and replaces the InfoVista and Netview 6000 legacy tools.*

**Paris, France - December 7, 2006** – ServicePilot Technologies, a key player in the IT Service Management software industry, announced today that Crédit Agricole Nord de France, a leading financial institution, has selected ServicePilot to manage their increasingly complex architecture. The ServicePilot solution consolidates multiple services on a single and sustainable platform: dynamic alert system, monitoring and management of infrastructure, historical views, customized and preset dashboards, seamless integration with third-party management tools and web-based access from any desktop. The solution not only replaces the InfoVista and Netview 6000 legacy tools but also meets all the bank's current requirements.

Crédit Agricole Nord de France, part of the Crédit Agricole, a top-tier worldwide financial institution, has a network of 250 local branches. In 2004, following the merger of two regional entities, the bank sought to overhaul its network spanning all branches, to cut down on costs and offer a faster bandwidth that leveraged a new transport technology.

With operational proactivity as a priority, the bank set new standards for in-house monitoring so that requirements from multiple user groups could be met. Requirements were: Helpdesk should clearly see the network of local branches as a map and get up-to-the-minute alerts. The network administration team should collect and analyze key indicators on the QoS-based LAN/WAN network. This team should also have access to historical data and be able to perform audits when required to get details of network traffic.

Crédit Agricole Nord de France entrusted NextiraOne, a systems integrator, with testing a monitoring solution within the scope of the bank's ToIP pilot project. NextiraOne chose the ServicePilot solution as it fully met requirements from all groups of users. The global solution made collaboration easy by sharing the same repositories.

*"When NextiraOne introduced us to ServicePilot, their solution's unique capability to consolidate multiple modules on a single platform really appealed to us. The setup perfectly matched our expectations, as we wished to provide customized views for each department, correlate the provided data to ease communication between stakeholders and optimize network administration and monitoring. Such benefits forced us to replace the InfoVista tool, which was more costly from a scalability viewpoint, as well as the Netview 6000 platform, which was no longer suited",* said Ingrid Rulkin, Network Engineer in charge of the ToIP pilot project. *Furthermore, ServicePilot proved cost efficient in terms of software licenses and operational costs."*

The ServicePilot solution was rapidly deployed and now provides the Helpdesk with a user-friendly, granular map that can be accessed from any web browser on a Windows workstation. The ServicePilot pre-formatted dashboards help the network team to zoom to very granular levels of branch traffic and foresee any failure, thus ensuring network service continuity. The real-time alert system boosts responsiveness of interventions and troubleshooting on the network links to local branches.

*“Application traffic that flows through the infrastructure of financial institutions is mission-critical and any downtime causes severe consequences. Anticipating and managing the performance of information systems through global and performance-oriented monitoring is vital. We really focused on these issues when designing our solution,”* said Bertrand Mahe, President, ServicePilot Technologies.

### **About the Crédit Agricole Nord de France**

The *Caisse Régionale de Crédit Agricole Mutuel Nord de France* was created on June 27, 2002 further to the merger of two local entities of the Crédit Agricole. This merger gave birth to a highly efficient, robust and sustainable bank, which is able to face competition and successfully meet new challenges in the banking industry. Spanning a leading European territory and leveraging the opportunities on the banking market, the Crédit Agricole Nord de France has a strong footprint on all business segments: corporate, agriculture and consumers. As a mutual and community-oriented bank, the new entity is involved in promoting economic growth in the area. The skills and commitment of a workforce of 2700 help always be in line with the increasingly demanding requirements from customers, thus focusing on building an efficient commercial offering and promoting a quality banking relationship.

### **About ServicePilot Technologies**

ServicePilot Technologies develops 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 solutions available today that promote a proactive approach by providing a comprehensive and consistent monitoring of enterprise networks, servers and applications to ensure high availability and performance of corporate 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 being used by many organizations, including Banque Populaire, Caisse d’Epargne, Crédit Agricole, HSBC, AGF, Groupama, Maif, Chantiers de l’Atlantique, EDF, Cramif, CG35, and AFP. For more information, please visit [www.servicepilot.com](http://www.servicepilot.com)

### **About NextiraOne**

Headquartered in Houston, TX and Paris, France, NextiraOne is the leading provider of integrated network solutions and services that enable efficient and reliable business communications. NextiraOne works closely with its customers to design forward-thinking solutions that offer advanced technologies and measurable value to organizations. NextiraOne provides best-in-class technologies from leading partners, such as Alcatel, Cisco Systems, Genesys or Nortel. For more information, please visit [www.NextiraOne.com](http://www.NextiraOne.com).

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