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CASE STUDY

# ITERGO

Cuts Costs and Boosts Efficiency  
by Switching to Stonebranch

**ITERGO**



German insurance group ERGO replaced its existing agent landscape with Stonebranch Universal Agent to reduce costs while boosting the efficiency of its current Workload Automation (WLA).

**Christian Schmauder**  
Project Manager and  
System Developer,  
ITERGO

*"Stonebranch met our expectations with respect to transparency, speed and customer orientation right from the start.*

*We are truly impressed, not only by the excellent partnership and collaboration, but also the respect with which Stonebranch treated us as their customer."*



## Background

ITERGO, is the central IT service provider for the ERGO insurance group, one of the leading insurers in Germany and Europe.

With 1,400 employees, ITERGO supports around 28,000 users in 30 countries around the world. ITERGO operates one of the largest data centers in Germany with IBM mainframes, a capacity of around 25,000 MIPS, 4,000 server instances, over 1,000 TB of disk storage and approximately 15 million online transactions per day.

## Challenges

ITERGO has relied on a wide variety of IT process automation solutions for many years. Management realized, however, that it needed to find suitable alternatives for the workload automation agents in use in connection with the company's existing Tivoli Workload Scheduler (TWS) in order to exploit savings potential and increase efficiency in a sustainable way.

In addition, ITERGO also had to meet essential technical requirements, such as the connection to TWS/z and other scheduling solutions, one agent for all platforms, maximum availability and flexibility within regular maintenance windows, and the optimization of availability and reliability.

## Results

- Maximum availability and flexibility
- Cost and time savings for maintenance, purchase of new agents and release changes
- Continuous maintenance windows
- Quicker response times in the event of failure, central point of control

## Solution

During ITERGO's evaluation it became apparent that Universal Agent was the best alternative to the existing workload automation agents on the market. Discussions with Stonebranch followed, along with an invitation to SUGG (Stonebranch User Group Germany).

This personal exchange with the customer and an additional on-site reference visit completed the selection process, and ITERGO chose Universal Agent from Stonebranch following a successful trial run in January 2015.

The test results were the deciding factor. In addition to meeting the technical requirements, such as platform-independent deployment and improved availability within the maintenance windows, the solution's simple installation, user friendliness, unique pricing model and scalability all helped persuade the customer.

"The solution also didn't disappoint when it came to flexibility," says Christian Schmauder, project manager at ITERGO. "Consider that until now, anytime an SAP job failure occurred, we always had to search for it directly in SAP. Now we can access all of our job information centrally in TWS on the mainframe."

Moreover, unlike the agents used to date, the new solution does away with installing software components on the SAP system to manage SAP tasks.

Universal Agent performs SAP scheduling simply and automatically, without any additional installations. "Beyond this," said Schmauder, "we were also impressed by how quickly and smoothly we were able to

implement Universal Agent and the improvements it offered, particularly during maintenance runs (every two weeks). Unlike our existing solution, the new Stonebranch agents no longer need to be stopped during maintenance tasks." This translates into significant time savings and eliminates job interruptions.

The new solution also delivered lasting results for release management. According to Schmauder, "Until now, we had to make sure that the release status for TWS and the corresponding agents were no more than one version apart." But today ITERGO is completely independent. This results in tremendous cost savings for updates.

## Results: Return on Automation\*

Universal Agent from Stonebranch helped ITERGO quickly and intuitively achieve maximum availability and flexibility. It also resulted in cost savings in maintaining and purchasing new agents, and saved both cost and time with for release changes. Universal Agent made continuous maintenance windows possible, and enabled quicker response times in the event of failure, due to a central point of control.

Stonebranch Universal Agent is a unique, universal job scheduling and workload automation agent that can be used with any scheduling solution, whether a proprietary development or third-party solution.

**\* Return on Automation (RoA):** the investment in automation and the right automation tool pays off in a short time and returns many benefits. These include higher efficiency, faster processes, greater process reliability, higher data throughput, seamless integration, and higher production. The overall result is an increase in profits.

**Stefan Rix**  
Group Leader Basic Mainframe and Storage Technologies, ITERGO

*"Universal Agent gives us maximum flexibility, not only in terms of current costs, but also with respect to future investment decisions."*

## ABOUT STONEBRANCH

Stonebranch provides modern automation solutions that simplify mission-critical IT business processes reliably and securely across complex and diverse IT environments. Stonebranch clients include some of the world's largest financial, healthcare and technology institutions.

Founded in 1999 and headquartered in Atlanta, Georgia, Stonebranch has offices throughout the world, including the US, Germany, Canada, United Kingdom, Netherlands, Greece, Spain, and the European headquarters in Frankfurt, Germany.



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