# StableNet Case Study

*Your IT enables all the revenue generating processes within your organization.*

*Well-performing IT-systems are crucial to your organization's business efficiency.*

## Case Study - AOK Health Insurance

- Lowered operational costs
- Higher staff productivity
- Improved customer service
- Increased customer satisfaction

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**infosim**
Optimized Networks

# StableNet Solutions

## Case Study: AOK



### Case Study: APOK Health Insurance

AOK is one of Germany's largest insurance companies and the leading provider of health insurance policies.

### The Problem

AOK services are available at 300 locations throughout Bavaria. Clients visit, phone or mail their regional branch office for their insurance related businesses. The branch offices double as a platform from which new customers are recruited. The smooth operation of their branch offices is vital to AOK's business.
The tellers at the branch offices rely heavily on the availability of business services which is provided by an AOK service center located near Munich. Tellers faced intermittent service outages which rendered them helpless, being unable to serve customers. They were complaining about poor IT services and customer relationships suffered.

AOK attempted to track down the problem and remedy it but failed due to the extend of the problem: AOK Bavaria operates the largest network within the AOK group. They have 400 routers which connect network segments from twelve different vendors and support 12 000 clients.
They were unable to determine the application service level. In the event of a failure, they faced problems to identify the root cause. It took too long to identify that there was a problem, where it is located and which measures to take to fix it.
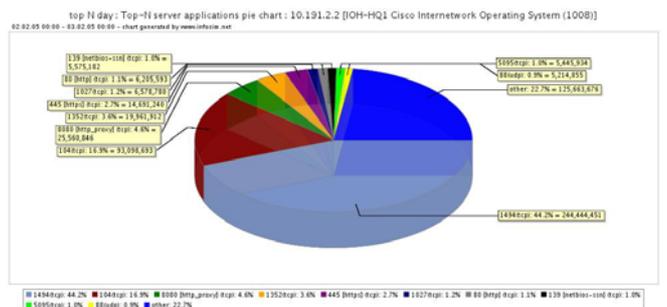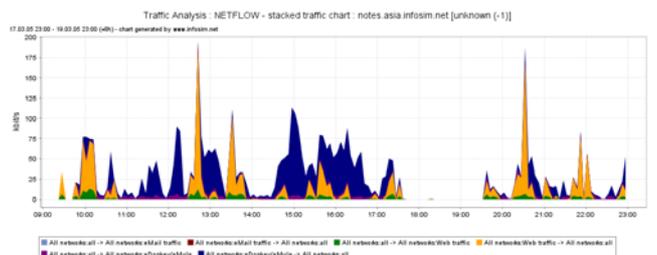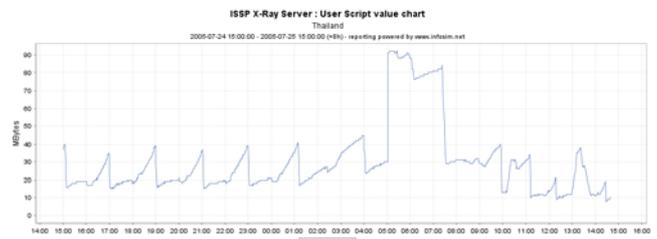
### The Requirement

AOK needed a way to uncover the state of their network and anticipate problems for pro-active management. In case of a malfunction their IT staff needed to be empowered to resolve the critical issue before the service at the client level deteriorates noticeable.

### Infosim Provided

Infosim provided a solution to these problems. AOK deployed StableNet® PME which puts them into a position of control over their network: The current and historic performance statistics are generated, visualized and archived. Trends are monitored and service level violations are pro-actively indicated.
With these capacities AOK was able to further optimize the network infrastructure and the business processes within the IT department.

### The Results

AOK branch offices now enjoy a higher service availability and service quality. The procrastination periods in which tellers had to wait for services to come back online have been minimized. Controlling has calculated a 20 percent increase in teller productivity! AOK clients experience better and more responsive services.

# Infosim StableNet

## About Infosim

Infosim is internationally recognized as a company at the forefront of network performance management and optimization. Superior technology, products and an unrivalled commitment to innovation, have culminated in a long standing reputation of excellence for quality and performance. As a privately owned cooperation, Infosim quickly developed into a technology leader in the OSS market. Today, many world leading enterprises like Siemens or German Telekom rely on Infosim technology.

Based on the latest scientific results Infosim develops efficient and reliable solutions for the planning, the management and the optimization of communication networks. All our efforts aim at providing our customers with a perfectly adjusted, absolutely reliable management solution for their IT. Therefore Infosim has developed a broad range of services: from the optimization of existing networks to the installation of a completely new network with all necessary hardware and software components - whatever you need, we make it possible!
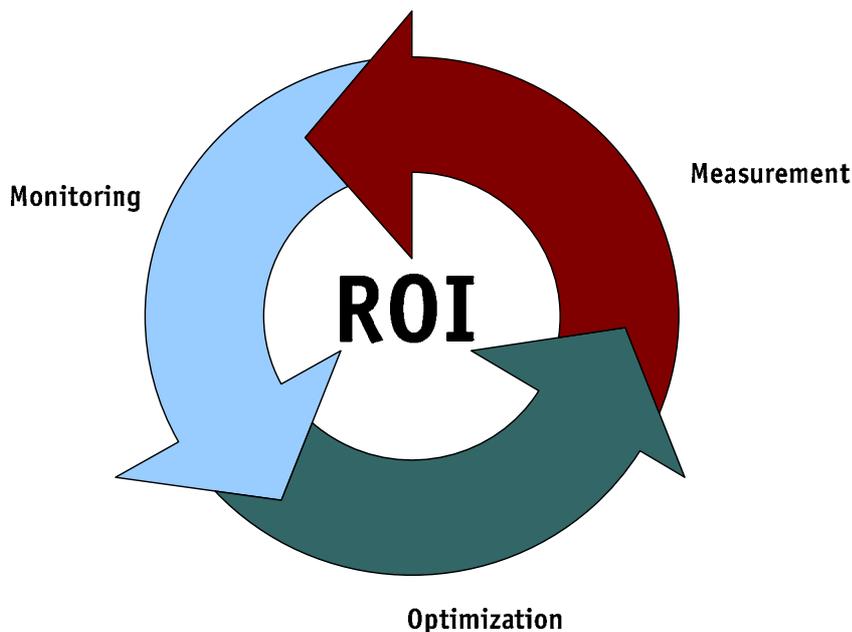
## About StableNet

Supported by our StableNet® software suite and a large number of service components, Infosim facilitates an optimal utilization of your network's capacity - at the highest possible level of stability. The Infosim solutions integrate seamlessly into existing network management systems, no further changes of hardware or software are necessary.

Innovative technology guarantee smooth and stable network operation. Our intelligent software effectuates an entirely flexible and steady flow of traffic. Bottlenecks are localized and eliminated far in advance, so that link overload and connection loss can be avoided. Network availabilities of over 99,99% are now attainable. This does not only lead to an improvement of network efficiency but also to a reduction of administrational costs.

Due to its modular structure the StableNet® software suite enables an integrated network management; all relevant administrative tasks can now be monitored and controlled by means of a clear graphical user interface.

With the StableNet® software suite and state-of-the-art service components Infosim is setting up new standards in networking technology.

# Infosim StableNet