

Case Study

» Description

Euler Hermes is the world's leading credit insurer with a 36% share of the market. 6,200 employees in more than 50 countries assist companies of all sizes and in every industry sector to develop their business securely.

» Business Needs

- To be top in the market of credit management
- Build the trust of customers
- Expand the business by increasing the customers
- Reduce the cost of IT Infrastructure

» Client's background:

Euler Hermes is North America's oldest and largest provider of domestic and export trade credit business insurance (also called accounts receivable business insurance), with local offices across the U.S., Canada, Mexico, Argentina, Brazil and Colombia.

Euler Hermes ACI is owned by Euler Hermes, the world's premier trade credit insurer. Euler Hermes' credit risk management presence spans five continents and more than 50 countries with 6,000 employees. In many of these countries, it is the number one or two credit insurer in the market. Euler Hermes is ultimately owned by German insurer Allianz.

Euler Hermes ACI provides credit management solutions for small, medium, and large companies in all industries. It's domestic and export trade credit business insurance policies insure clients against commercial defaults and political events in more than 200 countries worldwide.

Euler Hermes ACI supports its clients in all aspects of credit and debt management. Its underwriters are industry specialists who will work closely with you to supply in-depth credit analysis and ongoing account monitoring to provide early warning of potential credit risks - before they become a loss. And, a policy with Euler Hermes ACI gives you the benefit of Euler Hermes' database with proprietary information on more than 40 million companies worldwide.

» Business case

Euler Hermes has multiple applications with lot of customers, due to which the application access load is high and leading to memory issues, Euler Hermes decided to monitor the websphere application servers and minimize such issues.

» Solution

Because of the memory issues Euler Hermes decided to monitor the websphere server, and gave this support activity to Royal Cyber.

Royal Cyber suggested to configure a monitoring tool called up.time on the websphere server, following are the parameters configured and monitored in Euler Hermes WAS production environment.

- Response time
- JVM Heap Size
- JVM Used Memory
- JVM Uptime
- Transactions Active
- Transactions Committed
- Transactions Rolled Back
- Connection Pool Percent Used
- Connection Pool Wait Time
- Connection Pool Created
- Connection Pool Closed
- Connection Pool Size
- Connection Pool Waiting Threads
- Connection Pool Average Time
- Thread Pool Size

Now Euler Herms team is getting proper alert messages with graphs indicating the exact problem from this monitor tool, which makes them to solve the WAS issues easily.

Also Royal Cyber team works with Euler Hermes team to sort out all their production defects, as well as helps in setting up the clustered WAS environment to balance the load, increase the performance as well as make their applications up and running always.

Euler Hermes is very happy with the Royal Cyber team in terms of fast response time in analyzing and resolving defects.



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