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# DX Application Performance Management

## Cetip Safeguards the Performance of 50 Systems

## Business

Financial integrator Cetip delivers services to more than 17,000 customers and 15,000 institutions, using technology and infrastructure solutions to benefit millions of individuals.
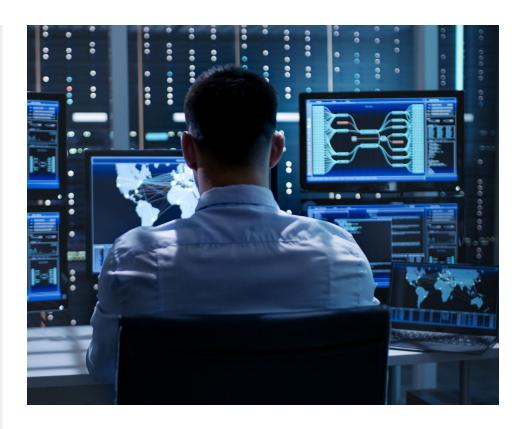
## Challenge

Given the importance of its role as a financial integrator, Cetip needed to implement centralized, proactive management of its IT environment, ensuring that its systems are highly available.

## Solution

Cetip's IT and business department use DX Application Performance Management to manage approximately 50 critical systems. The institution has set up alerts and dashboards to preempt failures.

## Benefit

With DX Application Performance Management, Cetip has begun proactively monitoring its applications and IT systems, increasing system availability and customer satisfaction while reducing risk.

## Client Profile

### Organization: Cetip

### Industry: Finance

### Business

**Innovative and Efficient Financial Market Integration**
Cetip is a financial market integrator in Brazil. It is a public limited company that offers services in registration, central depository, trading and negotiation of assets and securities. Through technology and infrastructure solutions, the company provides liquidity, security, and transparency for financial operations, thus contributing to the sustainable development of Brazil's market and society. Cetip is also Latin America's largest depository of private fixed-income securities and Brazil's largest private assets chamber.

More than 15,000 institutions use Cetip's services. They include investment funds, commercial banks, multiple and investment banks, brokerage and distribution firms, financial institutions, saving plans, leasing companies, and real estate credit companies, credit cooperatives, foreign investors and non-financial companies such as foundations, vehicle dealers, and insurance firms.

The company has more than 17,000 customers and delivers benefits to millions of individuals every day through products and services such as the registration of CDBs and fixed-income securities, and digitizing access to data required for registration of contracts and annotations of encumbrances by traffic agencies.

## Challenge

**Proactive Centralization of IT Management**

As the body responsible for integrating the financial market, Cetip operates in accordance with the rules of the Securities Commission of Brazil (CVM) and the Brazilian Central Bank. Furthermore, it has a self-regulatory structure that oversees and supervises its operations, the organization's activities and the market, aiming to verify that processes comply with the standards the company is required to meet.

Faced with this challenge and the important role it plays for financial institutions in Latin America, Cetip's IT department is committed to maintaining continuous availability for countless IT systems. "If a system becomes unavailable, even for a moment, it could represent enormous financial losses for the company and its partners," says Denise Oliveira, Manager of IT Architecture and Governance.

Until 2004, the smaller scale of operations and infrastructure meant the IT department was able to manage systems and sites by monitoring logs generated by applications. The company outlined processes in line with these logs, opening calls when any behavior did not comply with the default settings. "With the increase in Cetip's activities and the growing complexity of its operations, the number of logs has also grown, making manual control too complex," explains Oliveira.

In addition, the IT department needed to respond proactively by automating system management and monitoring, anticipating failures and taking action before problems could affect the performance of IT systems. "We needed a centralized, automated management solution that allowed us to view our environment and find any issues quickly," Oliveira summarizes.

## Solution

**Monitoring Business Applications**

After analyzing the automation tools on the market for application performance management, Cetip selected DX Application Performance Management (DX APM), a leading application monitoring solution from CA Technologies, A Broadcom Company. "The CA Technologies solution was the most robust and had the best features to meet our needs at Cetip," explains Oliveira.

Among these features, she highlights centralizing monitoring, creating dashboards, and setting up alerts as particularly important. "These capabilities enable integrated, centralized and proactive monitoring," she says.

> **"Having dashboards that give us a global view of our applications and infrastructure, along with alerting features that enable us to act before a problem impacts service, means we have 99.99% system availability."**
>
> – Denise Oliveira, Manager of IT Architecture and Governance at Cetip

Cetip now monitors all of its IT systems and applications through DX APM dashboards. In total, 50 systems and services are monitored by the solution. "DX Application Performance Management provides a global, unified view of the availability, performance and health of the systems," says Oliveira.

She explains that the CA Technologies solution is used by different areas of Cetip's IT department, including the development and monitoring departments, as well as other business areas, such as customer service. "We have approximately 30 DX Application Performance Management users in the company," she adds.

## Benefit

### High Availability, Increased Trust, and Better Results

By centralizing monitoring of the performance of its systems and applications with DX APM, Cetip has managed to do more than just optimize its IT resources. The company has also reduced business risks and increased customer satisfaction. Plus, Cetip has been able to reach the following major IT targets:

- Identifying the root cause of problems faster.
- Acting proactively to prevent failures that impact business.
- Unlocking total, centralized visibility of its technological infrastructure.
- Achieving 99.99% system availability.

The company also experienced the following business benefits:

- Easier compliance with regulations.
- Better customer service.
- Higher service level agreements (SLAs).
- Increased customer satisfaction.
- Reduced risks to the business.

"Having dashboards that give us a global view of our applications and infrastructure, along with alerting features that enable us to act before a problem impacts service, means we have 99.99% system availability," acclaims Oliveira. "We have managed not only to raise SLAs signed with the financial market, but also to reduce risks to the business and fully comply with sector regulations, thus increasing customer confidence in Cetip's services and generating gains for the business itself."

**For more information, please visit broadcom.com.**