



## ***Unicenter Implementation at First Insurance Company of Hawaii***

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### ***Customer Profile***

- First Insurance Company of Hawaii, Ltd. (FICOH) has provided insurance coverage for Hawaii's families and businesses since 1911. FICOH is the state's largest property and casualty insurance carrier, offering a wide variety of commercial and personal insurance products through a network of 28 independent insurance agencies throughout the islands.

### ***Problem Statement***

- Unicenter NSM and Unicenter SPSP were deployed in prior engagements provided by CA. The client wanted complete deployment of NSM Agents on Windows, Linux and Novell operating systems and repair non-responsive agents.
- In Unicenter, SLM reports on various applications were not being presented the way the CIO wanted.
- Portal was not presenting information from NSM and Event Management.
- Complete deployment of Exchange Option.
- Complete deployment of Lotus Notes Option.
- CA7 agents needed to be replaced with workload agent and additional agents needed to be added.

### ***Technology Used***

- Unicenter Network and Systems Management
- Unicenter Service Level Management
- Unicenter Management Portal
- Unicenter Management for Microsoft Exchange
- Unicenter Management for Lotus Notes /Domino

### ***Challenges Addressed***

- Unicenter Management Portal was customized to add an executive view and operations view. The executive view provides a status of service level agreements for various Applications components. The view was achieved via an integration of the UMP with the SLM server.
- The operation's view was created to provide the operation's staff a current status of the production servers, router, switches and other miscellaneous devices (UPS etc). A Business Process View of the production servers, routers etc. was built and published to the UMP.
- A subordinate CORE was created for the addition of agents for Lotus Notes and MS Exchange.
- Deployed and configured workload agents.

### ***Benefits of the Solution***

- Unicenter Service Level Management monitors the Service Level Agreements (SLA's) and provides reporting of various FICOH applications to the management.
- The Portal was customized to provide the operation staff with a single snapshot of the entire FICOH network. The operations view was created to provide the operations staff a current status of the production servers, routers, switches and miscellaneous devices.