



Christelijke Mutualiteit
(Mutualité Chrétienne)
Brussels, Belgium
www.cm.be

Industry:

Healthcare

Employees:

5,000

Oracle Products & Services:

Oracle Enterprise Manager

“Oracle Enterprise Manager allows us to monitor and manage the availability and performance of our IT infrastructure with ease.”

– Peter Stessels, Database System Services Manager, Christelijke Mutualiteit

Christelijke Mutualiteit Improves System Availability and Performance with Enterprise Management Solution

With 4.5 million members, Christelijke Mutualiteit (LCM) is Belgium’s largest health insurance organization. LCM is a federation with 21 regional branches that serve members through a network of 900 offices. LCM prides itself on a value-added service approach, placing strong emphasis on personal contact with the organization’s members.

Challenges

- Ensure the stability of the organization’s IT systems, which process more than a million transactions each day
- Implement a tool to monitor, measure, manage, and report on availability and performance of IT systems
- Transform overall IT systems management from a reactive to a proactive approach

Solution

- Implemented Oracle Enterprise Manager Grid Control to proactively monitor the status of all business applications, databases, and application servers, enhancing performance and reducing downtime
- Provided at-a-glance monitoring of the availability and performance of IT systems, enabling response times of less than one second for 80% of all operations
- Provided the metrics necessary to manage each component of the organization’s IT infrastructure, enabling Christelijke Mutualiteit / Mutualité Chrétienne to achieve its availability and performance objectives with less than one day of down time per system per trimester
- Gained the ability to gather metrics to create reports for management that detail IT performance and availability