



SKOOR control can extend down to milliseconds

As the saying goes, sometimes less can be more. The IT partner for banks and insurance companies Inventx ensures that its customers' IT infrastructure runs smoothly and quickly. To do this, the company specifically relies on a function from SKOOR: the measuring robot.

Goals

Performance measurement of IT services using measurement robots

Value generation for monthly reporting to the client

Scope

Automated measurement of the speed of applications

Benefits

Simplified and reliable performance monitoring

Handling of the Citrix environment has been made possible

Attractive license model for a single function of the SKOOR software



Online banking, money transfers or share trading: digitalization has become an integral part of the banking business, with reliability, security and speed playing the main roles. Today, banks and insurance companies no longer operate a large part of their complex IT infrastructure by themselves, but leave this to external specialists. One of these is Inventx AG, an independent Swiss IT company with around 400 employees and locations in Chur, St. Gallen, Bern and Zurich Airport.

The so-called „Managed Service Provider“ is responsible for operating the infrastructure and application landscapes of various banks and insurance companies with the credo „Bank on IT“. Inventx operates servers and network components, customer portals for e-banking and applications such as the Finnova core banking system, which is used by every third bank in Switzerland. The IT company's customers include the Graubünden and other cantonal banks, Migros Bank, Swiss Life Switzerland and the health insurance company KPT. „We ensure that the bank's internal systems operate reliably at all times,“ explains Benjamin Scheiwiler, Cluster Leader Service Management at Inventx. „We configure Finnova or adapt banking processes - e.g. for the renewal of a mortgage.“



Customer-friendly license conditions

According to Martin Schneider, CEO of SKOOR, it is rare for a customer to use just a single function from SKOOR's now impressive range of functions: „For Inventx, however, our measuring robot solution was exactly the missing piece of the puzzle. SKOOR can therefore also be used in a very targeted manner. In such a case, we offer a flexible license model that can be graduated. This means that a company doesn't have to spend money on functions that it doesn't want to use.“

The project took around nine months to implement and coincided with the pandemic. „In fact, I never physically met the project manager Philipp Morger,“ recalls Scheiwiler. But this was not necessary. Once the requirements had been defined, the SKOOR team worked with Inventx to set up a test environment. „This proof of concept worked, we were able to implement the solution at a customer's premises and check it with our comparative measurements. Everything went smoothly and SKOOR then trained our employees.“

SKOOR is now in use at nine Inventx customers. Scheiwiler is very satisfied: „The measurements are extremely stable and we can operate and configure our solution with SKOOR largely autonomously, which we appreciate.“

The measuring robot convinced

In order for bank and insurance company employees to work efficiently, their systems need to be fast. „There are set measurement criteria for how long it should take from input to the creation of a mask,“ explains Scheiwiler. „In the early days of digitalization, such measurements were even carried out by hand with a stopwatch,“ he smiles. Those days are over; customers demand detailed monthly reports on the speed of their systems: „If we notice slow loading times - e.g. with very extensive masks - we have to take countermeasures,“ says Scheiwiler. The more frequently a mask is used in day-to-day business, the more important it is that it appears quickly.

Inventx, which was founded in 2010, was looking for a successor to the previous program for these time measurements. „We wanted to optimize the measurements and were looking for a solution to measure performance automatically,“ recalls Scheiwiler. In the end, it was the measurement robot solution from SKOOR that convinced Inventx. The software calls up all relevant masks at the desired frequency - e.g. every 15 minutes - and measures how long it takes to open them.



Benjamin Scheiwiler
Cluster Leader Service Management
Inventx AG

SKOOR's solution impressed with a decisive advantage: „Most of our banking customers use Citrix, a provider of virtual applications, desktops and workspaces. Unlike its competitors, SKOOR can handle this without any problems. We can carry out the speed measurements directly via the Citrix interface and thus ideally map the real performance,“ emphasizes Scheiwiler.