

Case study

BITMARCK Service GmbH

»Fujitsu servers are reliable and easy to manage. The Nagios plug-in for the Fujitsu ServerView Suite has enabled us to integrate the manageability solution for Fujitsu servers seamlessly into our Nagios monitoring environment.«

Thomas Schmidt, Head of Technology, BITMARCK Service GmbH



Millions of data records every day

The BITMARCK Group, funded by a group of corporate, guild and statutory health insurance companies, develops software products as well as individualized consulting and service features for modern health insurance management. BITMARCK Service GmbH is one of the five subsidiaries of the Group with branches located in Essen and Bergisch Gladbach, Germany. Here, over 200 employees safely and efficiently manage the electronic data exchange with employers, service providers and other contacts for public health insurance. It goes without saying that the handling of this type of personal data requires the deployment of high availability servers. In order to manage the immense data streams, BITMARCK Service GmbH has been searching for robust high-end platforms. After all, this is where 6.3 million electronic data records flow together every day with payment and billing information. As a clearing house for over 300,000 employers, service providers, payments offices, local authority districts, and national insurance institutions, BITMARCK Service GmbH checks and clears this data and forwards it to health insurance companies. Regarding the exchange of data with accident insurance companies alone, this process has alleviated the work load of the health insurance companies involved by as much as 90 percent.

High availability servers for highly sensitive data

To further ensure the lean administration of BITMARCK's data centers, the company has opted for a server landscape from Fujitsu including the integrated ServerView Manageability Solution combined with a Nagios monitoring solution. Harmonizing the two solutions was facilitated by NETWAYS GmbH, Fujitsu's SELECT partner. The Nuremberg-based system house is specialized among others in monitoring with Open Source software. In order to integrate the Fujitsu ServerView Suite into Nagios monitored environments, NETWAYS has developed a Nagios plug-in, now enabling BITMARCK to equally benefit from both solutions.

The customer

Within the BITMARCK Group, BITMARCK Service GmbH is a service provider for data clearing and data analysis in the German health insurance scheme. www.bitmarck.de



The challenge

BITMARCK Service GmbH was searching for a high availability hardware platform and an efficient manageability solution that would ensure the easy handling of all components in the data center.

The solution

A server base comprised of Fujitsu SPARC Enterprise und PRIMERGY servers with ServerView manageability software, integrated into a Nagios environment, and of NetApp storage systems.

The benefit

- Lower energy costs due to energy efficient servers
- Top space efficiency due to ultra compact server design
- Easy monitoring through the combination of Nagios and Fujitsu ServerView

Products and services

- Intel Server: 2 x PRIMERGY RX300
- SPARC Server: 2 x SPARC Enterprise M5000 with Solaris 10, 2 x SPARC Enterprise M300 for Fujitsu NetWorker
- Storage system: NetApp FAS3170
- Monitoring software: Nagios on Red Hat Enterprise Linux with Fujitsu ServerView

Best performance included

With SPARC Enterprise servers Fujitsu offers Solaris-based systems for mission-critical computing. SPARC high performance processors are the perfect solution for the immense data load BITMARCK needs to process at high speed every day. Fujitsu's reliable NetWorker software runs on a M3000 model as a backup solution, while the SPARC Enterprise M5000 high-end system houses the BITMARCK databases.

A NetApp FAS3170 Filer that is scalable to 840 TB serves as a storage system. This IT environment is shared by two data centers that are operated by the subsidiary company BITMARCK Technik GmbH in Hamburg. If one data center collapses, the other data center is booted up – thus with BITMARCK the millions of data records are in safe hands.

Reliable systems

BITMARCK Service GmbH ensures the management of this hardware that is exclusively deployed in the field of data clearing ("BIT_Clear") via its system access from Essen and Bergisch Gladbach. "We receive encrypted data from our customers that we extract here and check for plausibility regarding, for instance, payment proof for public health insurance companies," explains Thomas Schmidt, Head of Technology at BITMARCK. He is highly satisfied with the project handling:

"There has been a long standing and particularly fruitful collaboration between Fujitsu and BITMARCK for many years. We opted for Fujitsu as a general contractor for our BIT_Clear project because the reliability of their systems has convinced us. And with Fujitsu's SELECT partner NETWAYS everything has gone smoothly from start to finish, too."

More security thanks to IT infrastructure monitoring

The Nagios Open Source software is a powerful solution for IT infrastructure monitoring. "This solution stands for efficiency and reliability on an absolutely competitive level," says Thomas Schmidt. "And, by now, plug-ins are available for almost everything." Going beyond basic network capabilities, Nagios makes it possible to track all other components and processes within an IT environment. "Just like ServerView when it carries out a hardware analysis on the servers, Nagios sends alerts via e-mail," adds Dennis Zielke, system administrator at BITMARCK. "Together, these two tools increase our operational integrity significantly."

A proven monitoring tool

NETWAYS GmbH from Nuremberg, Germany, has been responsible for the implementation of Nagios and the integration of Fujitsu ServerView. "We have developed a plug-in that enables us to integrate ServerView and the Fujitsu hardware into Nagios-monitored environments," explains Bernd Erk, Head of Operations at NETWAYS. "As far as hardware monitoring is concerned, Fujitsu ServerView is a proven tool that even manages automatic spare part orders. ServerView is system-oriented and perfectly geared to all server types. I'm able to carry out a precise hardware analysis." Thanks to the plug-in developed by NETWAYS the BITMARCK administrators always have everything at a glance through a single Nagios interface – "Thus they don't need to switch back and forth between two interfaces," Bernd Erk sums up.

Partner



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