



PerfoMon provides proof of quality increase

Service-Monitoring at COMRAMO

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Growth and conversion to service-oriented architectures (SOA) enable more flexible, faster, and more goal- and customer-oriented performance of services. The actual demonstration of the improvement potential and the ROI of a completed SOA conversion, however, are often not measurable and neglected. Consist can close that gap with the measurability of key indicators at different technical and functional levels, provided by PerfoMon. This makes the increase in quality by SOA demonstrable.

BPO in personnel management

COMRAMO provides services for a complex customer structure. Church administrations, commercial enterprises, hospitals, communes, and social services providers use the individual services. COMRAMO offers services ranging from pure hosting through Application Service Providing to Business Process Outsourcing (BPO). In BPO, services are enriched with customer and personnel service centers with corresponding technical consultation, and responsibility to the end customers. For instance, parts of the personnel management might be provided as a business process to the end customer through central payroll calculation centers. COMRAMO handles individual processes or entire business processes for customers, and takes different roles

into account, such as controlling and personnel allocation planning. This can become quite complex, and can be provided in different variants. Thus a component-based, service-oriented application architecture is a necessity. The different

roles of the customer are handled at the provider by one service. In order to differentiate the own core competencies on the market, the quality must be measured and documented at that point.

About COMRAMO KID GmbH:

The Norddeutsche Kirchliche Gesellschaft für Informationsdienstleistungen mbH (Northern German Church Society for Information Services) was founded in 1974 as a church computer center by the Hanover State Church, and became KID GmbH in 1997. On January 1, 2008, COMRAMO IT Holding AG was founded, along with its

two subsidiaries KID GmbH and Kondek GmbH. COMRAMO presents itself today with a dedicated logistics and printing complex as an advanced IT service provider. Based on the latest in information technologies, it implements innovative software concepts and services in the areas of personnel management, financials and accounting, health care, and church telecommunication.



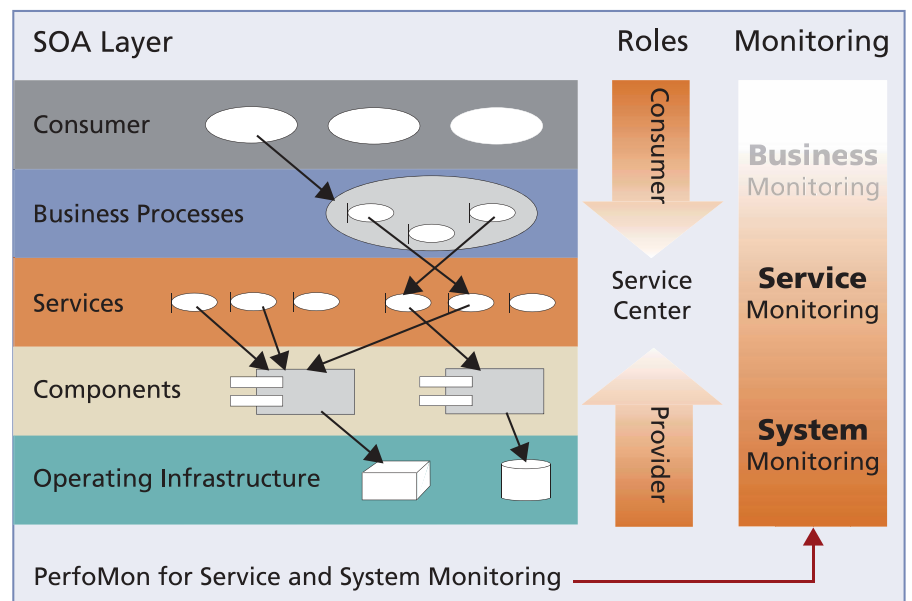
Service and support at COMRAMO

For COMRAMO, the ongoing optimization of service processes is an important issue. Processes are reviewed regularly and improvements are made internally. A dialog with the customer is very important here. By “service“, in addition to good consultation, COMRAMO also means ideal support of customers in case of failure. Experienced service staff help with both the installation and configuration of connections as well as in all questions concerning the operation of the applications hosted by COMRAMO.

Service monitoring with PerfoMon

The customer and personnel service centers at COMRAMO, like the computer center itself, require the ability to demonstrate and document service quality. Such transparency towards the customer increases the level of trust, simultaneously showing the high availability and quality of the service.

For the documentation and analysis of business processes, Business Intelligence tools are used. Business monitoring is generally difficult because the business processes must be modeled and made measurable. System monitoring usually covers the operational behavior of computer systems; it relies on standard interfaces to the systems but cannot make any statements about the quality of an aggregate service in the sense of a customer service center.



graphic: Consist

PerfoMon provides transparency about processes in different levels

Service monitoring closes that gap. There are metrics on the progress of services and processes which can be aggregated on different systems. Service monitoring requires, in addition to standard interface from system monitoring, agents which support process logic. The tool PerfoMon, developed by Consist, already includes many of these metric agents for business objects, and they can quickly be placed into browser-capable monitor screens.

Added value

The added value of service monitoring, besides greater transparency and thus increased trust by the customer, is a better opportunity to present service quality. Additional advantages of PerfoMon are:

- Trend analysis
- Scalability
- Monitoring of service levels
- Performance analysis
- Measurement of load distribution

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