DERDACK

Frost Bank

On-Call Scheduling and Alerting for Ops Teams

Frost BANKING INVESTMENTS INSURANCE

"Enterprise Alert gives us peace of mind that critical issues are always being taken care of. Our response has become much faster, almost real-time."

Roger Salinas, IT Operations, Frost Bank

Background

Frost Bank is a Texas-chartered bank founded in 1868 and based in San Antonio. With 155 branches across the state, it is one of the largest Texas-based banks. Frost Bank offers a full range of commercial and consumer banking products, investment and brokerage services and insurance products to customers throughout Texas.

Situation

Frost Bank uses Microsoft System Center Operations Manager (SCOM), Solarwinds NPM, CA APM and other tools to monitor infrastructure, applications and security. Frost Bank was looking for a way to centralize alert management and to track and log alert notifications to ensure a swift response to important alerts. They needed an on-premise solution as alerts would include server names and IP addresses and any exposure to the Internet or SaaS vendors would compromise security. Tracking confirmation and acknowledgements of alerts hadn't initially been considered but have since become the biggest advantage of the new solution.

Solution

After evaluating multiple vendors, Frost Bank chose Enterprise Alert as their central alert notification platform. Enterprise Alert proved to be a highly productive solution based on its Active Directory user synchronization, single-sign-on and many other features including the drag & drop on-call scheduling. It is now used to plan and manage the on-call schedules of about

15 operations teams. Always up-to-date information on "who is on call" is published to the 24/7 operations team through an intranet page. New alerts are sent out to the person on call of the responsible team and can be monitored by the operations team who has real-time access to the alert details, any responses and the actual resolution status. Fast access to the "who is on call" information, provides the operations team with the option to directly follow up in case of missing responses for incidents that are critical.

Benefits

Frost Bank enjoys a range of benefits.

1. Very convenient publishing and updating of "who is on call" information for all operations teams. All information is accessible and always up-to-date.

2. No more broadcasting of all alerts to a specific operations team, e.g. in charge of databases. Instead targeted alert notifications are sent to the respective on-call person within such team to avoid overhead and noise.

3. 24/7 operations teams can centrally monitor alerts of all monitoring tools and responses to and acknowledgements of alerts. They can easily follow up to make sure swift action is taken.

4. The security team heavily uses the multi-channel alert broadcast and rapid escalations. They now enjoy a much faster incident response.

Client

Frost Bank, San Antonio, TX, USA

Industry

Banking

Business needs

- Central alert notifications for tracking alert delivery and responses
- On-premise solution for data protection and security reasons

Business benefits

- Convenient managing and publishing of up-to-date "who is on call" information
- Real-time access to alert responses, ownership and ability to follow-up on alerts
- Faster response to critical security incidents

Learn more

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