KANARI

CISCO AppDynamics

Case study

Velliv brings certainty, security and performance to pension planning with Cisco AppDynamics

Velliv

About Velliv

Velliv, Pension & Livsforsikring AS (Velliv) provides pension solutions for both individual and corporate customers, serving nearly 400,000 Danes. Founded in 2019 after years of functioning under the Nordic Bank corporate umbrella, the firm employs approximately 800 workers across the organization and provides savings and pension planning advice to customers from all walks of life and at any stage of their journey.

> "**With AppDynamics we can pinpoint exactly where a problem occurs and what other systems or applications it impacts – even if it's something we've never seen before – and fix it in under five minutes.**"
>
> Peter Hvenstrup Jensen – Head of IT Operations, Velliv

Key Benefits

- Reduced time to resolution: from several hours to under five minutes.

- Enhanced financial service availability for more than 400,000 customers through accelerated analysis of baseline changes.

- Holistic coverage of cloud and traditional environments, APIs and third-party services.

Challenge

More clouds and complexity demand better visibility.

As one of Denmark's largest financial services organizations, Velliv is a one-stop shop for Danes seeking to protect the assets they already have while saving and planning for the future. Formerly part of Nordea, the largest financial investment group in the Nordics, Velliv provides a wide range of insurance, investing and pension solutions to more than 400,000 Danes.

Managing people's livelihoods and financial well-being – especially when customers' pensions fund the operation – is more than just providing detailed savings plans. In Velliv's case, it's also about developing a new, cloud-native business model that could make information easily and reliably accessible to clients for a high-touch, seamless customer experience.

"As a pension provider, it's imperative that every system, component and application works flawlessly. Our customers shouldn't have to wait to find the information they need or repeatedly visit an application that's unexpectedly not available," says Peter Hvenstrup Jensen, Head of IT Operations at Velliv. "A cloud-only architecture can be very complex and intricate. We needed greater visibility and control over every aspect of the environment because even an hour of downtime will negatively impact our customers."

Solution

Step-by-step observability across cloud platforms and mission-critical applications.

Working with implementation partner Kanari, Velliv implemented AppDynamics to support a new cloud-native organization, enable rapid development of new services while enhancing existing ones and create a reliably consistent user experience across platforms and endpoints.

Employing a cloud-only strategy, the company doesn't own or operate a data center, but instead relies on a combination of public cloud solutions from Amazon Web Services, Google Cloud Platform and Microsoft Azure to house and run its core operations.

"Pension management is a trust-based service and our customers rely heavily on self-service portals and other tools to manage their investments," Peter Hvenstrup Jensen explains. "As our business grows, so does the ecosystem. AppDynamics gives us the actionable intelligence to create more stable systems with predictable performance and availability. This makes it easier for our internal teams to manage these systems no matter where they live, and provide a more consistent experience for our end customers."

With AppDynamics, Peter Hvenstrup Jensen's team can proactively monitor every network, API and third-party service to rapidly pinpoint and troubleshoot issues before they become full-blown problems for both internal IT users and pension customers. In particular, the company uses AppDynamics to instrument its systems and applications, utilizing customizable dashboards, precise contextual alerting, and AI-powered root cause analysis to zero in on active or potential issues – dramatically improving mean time to identify and resolve.

"With AppDynamics we can isolate and evaluate individual transactions down to particular lines of code on specific servers, and better understand where performance issues might be," says Anderes Damkjær Møller, Velliv's Incident and Problem Manager. "Now we can measure and visualize exactly how many seconds each step takes and how issues at application, hardware and network levels impact the overall performance and availability of essential services. It's a much more data-driven, fact-based approach to managing complex systems and supporting a continuously good customer experience."

Benefits

Superior responsiveness for enhanced customer experiences.

AppDynamics has helped reshape how Velliv and its partners monitor the pension firm's essential infrastructure, the applications they support and their overall customer experience.

"The great thing about AppDynamics is that it's easy to instrument data collection across different applications and various cloud platforms in ways you can't really do with other off-the-shelf tools," says Søren Boyum, Director, Observability at Kanari. "AppDynamics does all of that while also correlating the information into something meaningful and helpful to the business."

Peter Hvenstrup Jensen says the biggest benefit to the organization is how much it can accelerate the analysis of where and when baseline changes occur, illustrate how these changes might impact availability and performance and identify and troubleshoot root causes faster.

"We used to spend as much as seven hours searching for root causes when something went wrong and took internal systems and customer-facing portals offline," he says.

"With AppDynamics, we can pinpoint exactly where a problem occurs and what other systems or applications it impacts – even if it's something we've never seen before – and fix it in under five minutes."

While Velliv's agile developers are primary users of AppDynamics in its service development, Peter Hvenstrup Jensen anticipates adding support for mainframe and other teams in the near future.

"While most monitoring and observability solutions promise out-of-the-box capabilities that they don't actually deliver, AppDynamics has all the features, functionality and expert support we need to continue refining and improving our operations for years to come."

See your applications like never before

Learn more about how our solutions can meet your needs. Whether you're ready to get started or still have more questions, we'd love to hear from you.

About Kanari

Kanari is a leading Nordic provider of monitoring and observability solutions. We provide services to more than 400 enterprises in the Nordic region, and have employees in Norway, Sweden, Denmark and Finland.

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