



## Partner Success Story



**Banrisul**  
Porto Alegre, Brazil  
[www.banrisul.com.br](http://www.banrisul.com.br)

**Industry:**  
Banking

### Nagios Partner:



OpServices  
[www.opservices.com.br](http://www.opservices.com.br)

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[www.nagios.com/casestudies](http://www.nagios.com/casestudies)

## Nagios Helps Brazilian Bank Improve IT Infrastructure Availability

### Customer Profile

Banrisul (Banco do Estado do Rio Grande do Sul) is the 12th largest bank in Brazil. Located in Porto Alegre, the bank has more than 460 agencies around the country to serve around 3 million customers and more than 9,000 employees.

### Business Needs

Banrisul uses a very complex IT infrastructure due to sophisticated Brazilian banking system and regulations. The bank also has a large and distributed agencies network. Banrisul has a mix of IBM mainframes and a large number of Linux, Microsoft and HP-UX platforms to support their financial operations. The management of this complex IT environment was handled using proprietary tools from the Big Four (IBM, HP, CA and BMC) in IT management solutions.

### Challenge

Banrisul needed an integrated, centralized and scalable management tool to manage the whole IT infrastructure from a single point of view - replacing some of the proprietary platforms due their high cost of maintenance and upgrades. Additionally, Banrisul needed a more flexible platform capable of managing their legacy applications and IT environment without the high costs required to develop and customize proprietary tools.

## Solution

To address the bank's IT needs, OpServices deployed it's own Nagios-based customized software platform (OpMon) in a high availability (clustered) solution. Using the intrinsic high performance and flexibility of Nagios, OpServices added an extra layer of functionalities to the Nagios core. OpServices added functions such as:

- Full database support
- Real time graphs
- Service Level Agreements
- Service Level Management
- Service Catalogs
- Capacity Planning with future prediction
- Network discovery
- Interface in portuguese
- A web-based configuration tool (OpCfg)
- An automated scheduled reports sending in PDF
- Special plugins to manage vital functions of the banking applications

## Benefits

With the adoption of Nagios-based OpMon, Bannrisul achieved the goal of managing their entire IT environment - including their legacy applications - from a single, integrated and centralized vantage point. More importantly, Bannrisul has achieved this by saving nearly 80% over the comparable cost of upgrading their proprietary IT management platforms.

## About OpServices

OpServices is a leading company and provider of IT governance and management solutions in South America. Focused in developing and enhancing open source solutions for IT management, OpServices has been developing it's OpMon platform on top of Nagios.

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## About Nagios

With an estimated 250,000 users worldwide, Nagios® is the undisputed industry standard in enterprise-grade Open Source monitoring. Formed in 2007 by experts in the IT monitoring space, Nagios Enterprises provides professional services around Nagios for clients worldwide. Our solutions have helped organizations around the globe realize the strengths and competitive advantages that can be gained by utilizing Open Source monitoring solutions.

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