



## HAMBS gets a healthy report with NetIQ AppManager

Melbourne, 30 June 2009 NetIQ, an Attachmate business, has announced that Adelaide based company HAMBS has successfully implemented NetIQ AppManager for improved visibility into its customer networks, which support close to 1,500 end users. HAMBS is a co-operative company currently comprised of 23 Private Health Insurers across Australia. It provides a health fund management application for members, along with related IT services and application hosting. HAMBS will use NetIQ AppManager to monitor its members IT infrastructures, increasing response time to events and its ability to produce detailed reports in line with service level agreements (SLA). As Stuart Brown, technical services manager at HAMBS, explains, being a co-operative company means customer service is critical to the business ability to provide a cost effective service. If a member of the group goes elsewhere for fund management software, the price of our service increases for the remaining members. To avoid such a scenario we are constantly fine-tuning our service and applications. Until recently our reports were based on exceptions. Using NetIQ AppManager to monitor our members networks means we can now maintain their infrastructures more proactively, and free up personnel to concentrate on other responsibilities. NetIQ AppManager allows us to easily create knowledge scripts that automate repetitive tasks, such as managing connections to terminal servers, so that resources can be directed elsewhere. This is only the tip of the iceberg, we are still refining our scripts and expect to find a magnitude of ways to benefit from NetIQ AppManager. Our goal is to tailor the solution to provide monthly reports to members that are delivered in a manner they can easily understand. This is something we are not far from achieving, said Mr Brown. NetIQ AppManager is a comprehensive systems management solution that assists with monitoring, analysis, reporting, diagnostics and resolution. It provides greater control over the IT environment through automated detection and deployment, which provides end-to-end service visibility and pre-empts downtime. NetIQ's regional director, Asia Pacific, Boris Ivancic, said, HAMBS is a perfect example of how customers can leverage our comprehensive systems management solutions to achieve huge business efficiencies. More and more organisations are realising that to offer end users the best experience and maintain business productivity, it is critical to have real-time visibility into your IT infrastructure. NetIQ allows its customers to go a step further than this by providing the ability to automate procedures around network events, so that resources can focus on more strategic activity. About Attachmate Attachmate delivers advanced software for terminal emulation, application integration, and secure communications. Our NetIQ business provides solutions for automating IT processes and managing the performance, security, and compliance of your distributed IT. With our technologies, more than 65,000 businesses worldwide are putting their IT assets to work in new and meaningful ways. Attachmate has been helping businesses extend, manage, and secure their IT investments for more than 26 years. Headquartered in Seattle, Wash., Attachmate has offices and partners all over the globe. We are widely recognised for our innovative products, easy business transactions, and exceptional customer service. [www.attachmate.com](http://www.attachmate.com).