



PRIMERICA FINANCIAL SERVICES REDUCES OPERATIONS COSTS & IMPROVES CUSTOMER SERVICE WITH ASG-TMON

- Location: USA
- Industry: Financial Services
- Employees: 2,000 (approx.)
- Solution: ASG-TMON

“ The transition from the replaced monitoring products to the ASG-TMON products was easy and seamless. ASG has a strong technical support team who are fully trained in all TMON products. Their support allowed for a successful transition.”

Bill Raser
Senior Vice President
Primerica, Inc.

! CHALLENGE

In 1977, Primerica, Inc. began offering middle-income families education and services to help them manage their money and achieve their financial goals. Primerica saw the opportunity to deliver full-service financial management to an under-served population – Main Street clients. They originated the “Buy Term and Invest the Difference” philosophy helping people buy just the term life insurance they needed leaving money to invest.

In 2010, Primerica became an independent company, trading on the New York Stock Exchange. They now insure more than 5 million¹ people and have approximately two million investment clients. A market-leader in speed, Primerica initiated “TermNow,” a web-based insurance application, which offers policy acceptance within three minutes for eligible clients.

Primerica sought to improve their financial position by lowering costs. At the same time, they wanted to improve the performance and availability of their customer-facing systems. Many financial services companies find that their basic infrastructure costs leave too little money for new development. Cost savings due to reduced software or hardware costs are critical in helping them manage their bottom line.

At the same time, Primerica understood the competitive nature of the marketplace. Whether interacting with customers by telephone or online, the availability and responsiveness of their systems can mean the difference between gaining and losing a customer. As virtually all of their production business data is housed on their mainframes, mainframe stability is essential to their business success.

With a sizable and growing customer base, proactive problem management on the mainframe was their goal. Primerica knew they needed a lower-cost, but superior monitoring product that would anticipate problems and speed corrective actions.

🎯 SOLUTION

Primerica already had a monitoring solution, but it was costly and didn’t give them all the capabilities they sought. They needed a reliable and stable solution, but Primerica technical staff also needed one that offered a quick transition to the new products. Primerica sought to improve availability, by reducing problem resolution time. Since CPU resources are expensive, another goal was reducing the CPU overhead so they could affordably monitor their systems continuously.

The ASG-TMON suite met these goals. Primerica selected the ASG-TMON solutions for z/OS, DB2, CICS and TCP to monitor their mainframe, adding in ASG-Naviplex® to support their Network Operations Center, and ASG-Navigraph™ to provide superior performance reporting capabilities.

¹EOY 2015

RESULTS

ASG-TMON provided Primerica with benefits they sought when looking for a new management product. The team particularly valued the following:

- Quick and easy installation
- Reliable operation
- Low CPU overhead when monitoring continuously as compared to other products
- Intuitive and easy to use products
- Availability of comprehensive statistics

Primerica indicated that they were completely satisfied with the ASG solution. They had achieved their goal of cost reduction while obtaining a superior product. The training provided along with support for their installation helped increase their confidence and delight in having made the choice to go with ASG.

“
By rapidly correcting problems and by proactively preventing problems, we maintain and improve our service levels and provide our users with seamless 24x7 IT infrastructure support.”

David Wade
CIO, EVP,
Primerica, Inc.

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