

Success Stories



Chang Sheng Fund Management

Always keeping the Business in View

Background

Chang Sheng (长盛基金管理有限公司) is a leading fund management company, belonging to one of six companies who was awarded China's prestigious National Social Security Fund Management Qualification. Headquartered in Beijing with branches in Shanghai, Zhengzhou, Hangzhou and Chengdu, Changsheng is the appointed Chinese advisor to DBS Asset Management (later acquired by, and renamed as Nikko Asset Management) for its QFII funds.

Chang Sheng has allocated huge resources to oversee a large number of business systems which target human behaviour, environmental monitoring, management monitoring and locating the problem quickly in the organisation. Ensuring these business systems are up and running 100% of the uptime is crucial to its operations, as any failure during trading hours will cause economic losses to the company and seriously affect the company's reputation.

Solution Highlights

Chang Sheng employed NetGain Business View, a key function of NetGain Enterprise Manager (EM), to separately visualize and monitor the IT resources used by each of its business systems, allowing them to centrally monitor and manage all their business systems while being able to attend to each business system individually.

NetGain systems.....

Maximize uptime. Develop insights. Provide answers.

Challenges

- Chang Sheng Fund Management had multiple different business systems, the operations and maintenance of which were undertaken by different teams, each responsible for their own system with their different requirements
- This resulted in high labour costs and low work efficiency as different teams were involved in similar monitoring and maintenance operations but only for their own systems
- In wanting to lower the costs and improve the efficiency of the operations and maintenance of the business systems, the business systems needed to be classified and supported based on differences in their operations and maintenance

Solution

- Chang Sheng decided to use NetGain Enterprise Manager (EM) to monitor its business systems as it was attracted by EM's Business View capability to create unique views for each of its business systems
- EM's Business View solved Chang Sheng's challenges by letting them create multiple Business Views to visualise their business systems separately, each with their different conditions and requirements such as people, regions and scenarios, but all integrated on the same EM solution platform
- Chang Sheng used NetGain EM Business View as its main monitoring system, to get analysis charts and assign personnel to attend to problem areas. If there were changes in the business systems, users could simply make changes to the Business View themselves to reflect the changes. This has led to cost savings and improved work efficiency

Customer Feedback

"NetGain Systems has successfully helped us to reduce manpower and increase our operational efficiency, which have brought significant cost savings to our company. Through NetGain's EM Business View, problems can be detected quickly and we are able to customize targeted solutions based on daily alerts and promptly send the persons responsible to attend to them."

- Business Spokesperson, Chang Sheng Fund Management

