

Norwich Union deploys Black Box technology from Identify Software

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By CBR Staff Writer

UK insurer Norwich Union is using the AppSight Black Box platform from Identify Software, a provider of application problem resolution technology, as part of its strategy to transform its application support processes.

The insurer plans to use the platform as a support infrastructure for its network of business applications. The company also hopes the technology will offer a fast response in isolating and resolving software problems.

Identity said its AppSight Black Box technology is designed to monitor application execution and capture a synchronized, real-time log of user actions, system events, performance metrics, configuration data and code execution flow. The log can be replayed and analyzed to identify the root cause of application problems.

"The internet eliminates the buffers of brokers or customer support personnel, so business functionality, as well as potential application problems could be exposed directly to our customers." said Jim Sadler, director of technology and innovation at Norwich Union Insurance. "Identify's AppSight Black Box technology is a core component of a new application monitoring initiative that shifts the fundamental focus from 'fix it fast' to 'anticipate and avoid' application problems."

The insurer is due to incorporate AppSight into its standard support and development processes while the Black Box technology will be embedded in the company's standard operating environment.