

Sampo makes online bank operations more effective with the help of TietoEnator's services

TietoEnator has agreed to deliver network monitoring services to the Sampo Group. TietoEnator and Primasoft will together monitor the availability of Sampo's network services in different operator networks, as well as in Sampo's production network. The contract period is three years.

The online bank is always open for customers, which places a lot of demand on the network service. With the help of TietoEnator's WebWatch service, Sampo measures, optimizes and monitors the availability experienced by online customers.

For Sampo, the purchase of a network optimizing service means, among other things, that separate investments in licenses, equipment and experts will not be necessary.

"The purchase of the service reflects the importance that Sampo places on high quality network services. We wish to offer good customer availability in the network services, which is why we have also placed great emphasis on measuring and developing the service level", says Ari Häll, head of internet banking, Sampo Bank.

"The WebWatch service is the result of consistent service development by TietoEnator. Sampo's online bank is an excellent example of e-business", says TietoEnator's Director, Tapani Turunen.

The WebWatch service is based on the products of Mercury Interactive Inc.

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With almost 12,000 employees and annual net sales of EUR 1.1 billion, **TietoEnator** is a leading supplier of high value-added IT services in Europe. TietoEnator specialises in consulting, building and hosting its customers' business operations in the digital economy. The Group's services are based on a combination of deep industry-specific expertise and latest information technology. www.tietoenator.com

Sampo is Finland's first full-service financial group. Services relating to investment and savings hold a central position. Sampo also offer retail, corporate and institutional customers services relating to traditional banking, insurance and investment banking operations.

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