

PRESS RELEASE

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For Immediate Release**

In Synch For Saving Time And Money With Synchronised Restricted State Processing From CCSS

Gillingham, Kent, UK, September 2002 –Customers looking to maximise the benefits of significant time and money saving opportunities are turning to QSystem Monitor and QMessage Monitor, the leading systems management solutions from CCSS, specialist software developers for IBM's eServer iSeries platform. The ability to run synchronised restricted state processing tasks is proving to be a valuable exercise for organisations seeking solutions to improve cost-efficiency without adversely impacting system performance or message management.

QMessage Monitor, CCSS's real-time networked message escalation and management solution enables operators to bring down a remote iSeries machine into restricted state, monitor the remote iSeries, run procedures and then bring the remote system back up. QSystem Monitor provides the total solution for iSeries performance monitoring and reporting – the powerful and fully integrated combination of both solutions means that organisations can now make wide-ranging use of running multiple restricted state tasks, such as SAVSYS or RCLSTG, on multiple systems at the same time.

The extensive functionality of both products means that operators can continue to monitor systems whilst in restricted state and even monitor for specific message IDs and choose to then run escalation procedures against those specific message IDs. Operators can also choose to run commands within escalation procedures; run text definitions, which allow for user

defined non-variants to be monitored, such as status of nominated subsystems or controllers; and even send messages from text definitions to alert operators of a change in status. In short, the user need never compromise their pro-active approach to monitoring their iSeries whilst machines are in restricted state, nor do they have to allow for expensive dedicated resources to manually monitor the machines whilst they are in restricted state.

For those customers wishing to make use of the synchronised restricted state processing ability on multiple iSeries machines, CCSS have created a step-by-step illustrated guide and checklist to ensure a smooth and efficient implementation. CCSS's Product Manager, Paul Ratchford, says: "In the current economic climate, this feature assists businesses with distributed networks to ensure that they are getting the best possible return on investment from their IT infrastructure."

The entire product suite of iSeries systems management solutions from CCSS have been tested and approved as 'best of breed' by the IBM Systems Management Partner Group. CCSS are full IBM business partners and members of the IBM Tools Network. The company has direct sales, development and technical support offices in Kent, UK, North Carolina, USA and Bonn, Germany as well as a worldwide agent network.

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