

# **PRESS RELEASE**

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For Immediate Release**

## **Waterstone's Choose QSystem Monitor For Performance Monitoring**

Gillingham, Kent, UK, October 2002 –Waterstone's, the UK's leading specialist bookseller, has chosen QSystem Monitor, the iSeries performance monitoring and reporting solution from CCSS, to manage the performance parameters of their two major IBM iSeries systems, supporting around 200 stores in the UK, Eire, Amsterdam and Brussels, as well as Head Office users. Prior to installing QSystem Monitor, much of the system monitoring at Waterstone's was carried out manually and retrospectively through the use of standard IBM Performance Tools and IBM Batch Job Accounting.

QSystem Monitor is now being used to monitor critical performance indicators, including CPU usage, interactive CPU usage, interactive response times and disk usage as well as issuing alerts when previously defined thresholds are breached. Steve Emmerton, Waterstone's AS/400 Technical Support Manager, predicts QSystem Monitor will have a positive impact on their operations, "The ability to set performance thresholds and alerts will be valuable to the management of our systems as will the ability to create our own indicators in addition to the system supplied ones".

QSystem Monitor's historical summary reporting module will track recurring and transient problems and later, play a major role in generating trend analysis data for future system upgrades. As the functionality of QSystem Monitor is deployed across multiple systems, Waterstone's expects to be able to analyse performance information more efficiently. Steve

says, “It enables us to take a pro-active approach to performance monitoring because of the nature of the information provided. The ability to drill down and see exactly what was being done and, very importantly, by whom, at any particular time, is one of QSystem Monitor’s great strengths.”

CCSS are full IBM Business Partners and members of the IBM Systems Management Partner Group. CCSS has offices in the UK, USA and Germany.

**For more information about this press release please contact Greer Hahn: [news@ccssltd.com](mailto:news@ccssltd.com)**

CCSS (Europe) Ltd 6 The Courtyard Gillingham Business Park Gillingham Kent ME8 0NZ England.  
Tel: +44 (0) 1634 370 444 Fax: +44 (0) 1634 370 555  
Email: [info@ccssltd.com](mailto:info@ccssltd.com) Web site: [www.ccssltd.com](http://www.ccssltd.com)

CCSS (USA) Corporation 3737 Glenwood Avenue Suite 100 Raleigh NC 27612 USA  
Tel: +1 919.573.6126 Fax: +1 919.573.6026  
Email: [us.sales@ccssltd.com](mailto:us.sales@ccssltd.com) Web site: [www.ccssltd.com](http://www.ccssltd.com)

CCSS Deutschland GmbH Hinter Hoben 149 53129 Bonn Germany.  
Tel: +49 (0)228 9168-207/-417 Fax: +49 (0) 228 9168-102  
Email: [Info@CCSSEurope.de](mailto:Info@CCSSEurope.de) Website: [www.ccssltd.com](http://www.ccssltd.com)