

PRESS RELEASE

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For Immediate Release

Appetite for Efficiency: CCSS help the Golden Arches to run their Big Blue Server

Gillingham, Kent, UK, February 2003 – Munich based McDonald's Germany are part of the world's leading food service retailer, serving 46 million customers a day. In order to sustain this insatiable demand, the company relies on an IBM eServer iSeries 640 to run international subsystems and all their relevant business data for the financial and operative areas of the business including finance, accounting and the salaries directly relating to the restaurants. With so much depending on the system, McDonald's turned to CCSS's QSystem Monitor and QMessage Monitor for their system performance and message management requirements.

QSystem Monitor tackles a wide range of performance and reporting issues through real-time, centrally managed monitoring functionality and historical summary information for trend analysis and capacity planning. At McDonald's Germany, the iSeries is mostly used in batch related tasks and handles many ODBC requests, so keeping an eye on CPU has become their main priority. Other performance parameters that are carefully monitored include IJB (Number of Interactive Jobs) together with AIJ (Active Interactive Jobs) and ABJ (Active Batch Jobs). In addition to this they usually display the 'Show highest CPU users' screen.

The User Definable Bars are put to good use by monitoring their subsystems. Staff can be alerted to increases in batch jobs, the absence of important jobs and the status of line controllers (e.g. passthrough from their restaurants' helpdesk to IBM in Essen.)

The ability to set thresholds has proved particularly useful as Markus Bernhard, iSeries Administrator remarks, “QSystem Monitor gives us the possibility to define lower and more sophisticated thresholds than you can when just using the system thresholds. We have set the thresholds to monitor CPU load and response time using this feature.” Markus and his team mainly use the standards from the history summary for trends and planning while the Job Accounting module allows them to respond to specific requests pertaining to system load and individual or group usage accountability such as programmers’ testing libraries.

Networked message escalation and management requirements are met through QMessage Monitor. This solution automatically escalates defined messages and forwards them onto the appropriate programmer or operator, helping them to remain vigilant to any system threats. Markus says, “We always keep QMessage Monitor running. It has proven extremely valuable on multiple occasions due to its advanced filtering, for example it helped us to recognise that a RAID array was faulty and at other times when controllers or single hard disks were defective.”

In another instance, a specialist reorganising a file over a weekend did not realise the action was quickly filling up the disk space. Fortunately, Markus received a timely message, generated by QSystem Monitor and sent by QMessage Monitor to his pager, alerting him that disk capacity was at 98%. Markus was able to respond quickly and prevent the disk from filling up completely and crashing the system. He says, “Had we not received the message and resolved the situation immediately, our administrative officers may not have been able to access the system for a couple of days – the financial implications of that are very significant.”

QSystem Monitor and QMessage Monitor have been designed with the needs of large and demanding iSeries environments that operate 24/7 high availability systems. These powerful automation based solutions free up operators’ time, alleviating them from routine tasks and allowing

them to concentrate their skills on more technical projects. Markus says, “Having the products in place has given us a greater sense of security as we don’t need to react to a crisis but rather, we can act early on before potential problems gain in severity.”

CCSS is an advanced member of IBM PartnerWorld for Developers and have direct sales and technical support offices in UK, USA and Germany together with a world-wide agent network.

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