

PRESS RELEASE

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High Hopes for High Availability: IBM Awards QMessage Monitor with ClusterProven Status

Gillingham, Kent, UK, June 2003 – CCSS, a leading systems management software developer for IBM eServer iSeries, has achieved ClusterProven status for their message escalation and management solution, QMessage Monitor, following rigorous on-site testing at IBM's Rochester Labs in Minnesota. IBM's clustering technology and associated partner program has set the benchmark for many iSeries environments seeking the holy grail of productivity and profitability – AKA, 'high availability'. IBM's ClusterProven endorsement logo ensures customers can quickly recognise tested and approved real-world solutions for the servers that never sleep.

QMessage Monitor satisfied a series of stringent criteria in attaining the ClusterProven status and proved that it could support data and application resiliency in replication environments. A switchover from a primary production server to a nominated backup server can be both planned (during maintenance or backups) or unplanned (due to power blackouts, site disaster or user errors). In any of these scenarios, QMessage Monitor automatically transfers control to the nominated backup system and then, when the primary system is online, an operator can easily transfer control back to the original iSeries server; a process that ensures message management is uninterrupted, users unaffected and downtime eliminated.

Ron Peterson, IBM's iSeries Cluster Project Manager, believes customers can benefit significantly from the high availability of solutions such as QMessage Monitor, "The maintenance window for system backup is being reduced to zero. With IBM eServer iSeries cluster architecture and solutions like QMessage Monitor, continuous system availability is a concept that can be realistically achieved

in even the most demanding environments; so for those customers taking advantage of the clustering and high availability technology, downtime can be avoided.” QMessage Monitor is the first dedicated messaging solution to be awarded with ClusterProven status.

The benefits of QMessage Monitor are particularly pronounced in replication clustering environments where the quality of systems management implemented can make a fundamental difference in achieving high availability. Ray Wright, Managing Director of CCSS explains: “The last thing any organisation needs is for problems that could pose a threat to one system, to be duplicated onto another. The functionality offered within QMessage Monitor is focussed on effective message management and escalation so operators can be pro-active and resolve any threats on the host system before they pose a problem.” Such functionality includes advanced escalation procedures, internal authorisation lists, event monitoring, restricted state processing, calendar processing, looping job monitoring and total PC maintenance facilities.

Ron Peterson hopes QMessage Monitor’s new accolade will help communicate two main points to iSeries users: firstly, that the solution has been adapted and tested to successfully operate in the iSeries cluster architecture and secondly, that the solution has been tested with at least one of the IBM HABP (High Availability Business Partner) cluster middleware applications and is capable of operating with any of them. Ron says, “As consolidation of IT facilities to large centralised servers continues, protecting this single environment requires a well thought out plan. The iSeries cluster architecture and its supporting ClusterProven solutions are the answer to achieving and sustaining high availability.”

All CCSS systems management products are IBM eServer iSeries ‘ServerProven’ solutions. CCSS have headquarters in UK, USA and Germany together with an agent network that spans Asia, South America, Scandinavia and the rest of Europe.

For more information about this press release please contact Greer Hahn: 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 Web site: 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 Web site: 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 Website: www.ccssltd.com