

**July 2003**  
**For Immediate Release**

## **Newell Rubbermaid Puts CCSS Solutions at the Heart of their European Data Centre**

Gillingham, Kent, UK, July 2003 – Newell Rubbermaid Inc, a leading global manufacturer of quality household consumer products with a family of brands that includes Paper Mate®, Parker®, Waterman®, Rotring®, Graco®, LittleTikes®, Pyrex®, Swish® and Rubbermaid®, has implemented the entire iSeries systems management suite from CCSS (QSystem Monitor, QMessage Monitor and QRemote Control) to help them manage three critical IBM eServer iSeries machines at their European Data Centre in Sunderland, UK.

Rob York, Newell Rubbermaid's European Data Centre Manager says, "All our main applications for the Company's European Operation such as ERP, WMS, EDI and Payroll are run on these machines and we have about 2,500 users across Europe presently, depending on their availability. This means that our approach to the systems management of these machines has to be extremely efficient and proactive at all times." In evaluating solutions Rob and his team kept to a tight brief. The main considerations were the performance of the product in real-time, overhead on the machine, ability to improve response within the operations team and they needed to offer a true ease of set up for administration staff. Rob says, "We have experience of other products but found the real-time and historical information easily available from the CCSS solutions – nothing else on the market addressed our needs so thoroughly."

The individual CCSS solutions each attend to a specific systems management sector. QSystem Monitor is a performance monitoring and reporting product that helps Rob and his team to monitor

critical performance variants in real-time such as CPU and Response Time. This information is easily accessible to the whole Data Centre team (approx 30 members) but is predominantly used by a core of 11 administrators. The real-time data has proved extremely valuable to Newell Rubbermaid's operations as it alerts staff to potential problems before they can impact on business operations or users' requirements. A daily history report generated by QSystem Monitor gives details of all values required by management – this report is then seamlessly exported as a CSV file and imported into the Company's Cognos reporting environment. QSystem Monitor is also helping the Company to plot disk growth across the systems, facilitating future capacity planning decisions with management. "It allows us to plan and justify future upgrades with a minimum of fuss," says Rob.

QMessage Monitor provides the Newell Rubbermaid iSeries network with a complete message escalation and management solution. The team have used it to combat a number of issues such as missed messages, better use of operators' skills and time and escalating critical messages between technical and operations team members according to personnel availability. QRemote Control offers managers who are off-site the opportunity to receive and instantly respond to critical iSeries messages via their mobile phone, giving them the freedom and flexibility to remain mobile without it adversely affecting the system.

The powerful combination of the CCSS systems management suite has tackled the performance, messaging and remote management requirements of Newell Rubbermaid's European Data Centre and Rob York believes the investment was a fundamental component in achieving their management goals, "In terms of ROI, these products have more than justified themselves to our business – this is mainly due to their ability to be used on a global scale, without the introduction of extra reporting file servers."

CCSS has headquarters in UK, USA and Germany and is supported by an agent network spanning Asia, South America, Scandinavia and Continental Europe. All CCSS products are IBM 'ServerProven' solutions for the iSeries platform. For more information on CCSS and their products please visit [www.ccssltd.com](http://www.ccssltd.com)

**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)