

PRESS RELEASE



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GUC Chooses QMessage Monitor to Help Bring Power to the People

Gillingham, Kent, UK, October 2003 – Greenville Utilities Company (GUC), providers of electric, water, sewer and natural gas services to customers throughout Greenville-Pitt County, North Carolina, USA has implemented QMessage Monitor from CCSS on their iSeries 820. GUC's entire customer service and billings operations are run entirely on this crucial iSeries. With so many customers depending on the reliable supply and service of these essential utilities, GUC required a flexible, affordable messaging solution that would enable them to easily and immediately manage both their IBM messages and in-house job messages, as well as providing functionality for future projects such as responding remotely to console messages.

Reggie Moore, GUC's IT Support Specialist, is one of three key operations personnel that currently utilize QMessage Monitor on a daily basis; he says, "While our iSeries environment isn't large, it is a fundamental link between our services and our customers. The time had come to replace what was predominately a manual monitoring method with something that met not only all our initial evaluation criteria, but also offered additional functionality that we could grow into as the demands on our resources increased. We were impressed with the level of support CCSS can offer both now and in the long-term."

The busy utilities company sustains a 24/7 iSeries environment with business hours dominated by account and billing customer services and off hours reserved for emergencies. Prior to installing QMessage Monitor, like many organizations adopting a manual monitoring method, they encountered a number of problems that adversely affected the smooth running of their operations.

One such example occurred during their nightly processing where unanswered tape or tape drive messages held up the processing and subsequently locked out users from updating the system. Now with QMessage Monitor in place, all critical messages are automatically identified on the central console and if left unanswered, will automatically invoke an escalation procedure to page key personnel at fifteen-minute intervals until the situation is resolved. Reggie Moore says, "Due to a lights out operation during off hours and weekends, this product can play a vital role in our organization."

GUC has plans to extend the escalation procedures beyond the basic pager to allow future messages to be replied to via cell phones and pagers. They are also working on web access for customers to process on-line payment and access presentation and account information. At present, GUC has a pro-active automated solution to alert them to critical messages such as looping jobs or routine scheduled events such as completion of nightly processing that may have not occurred. As the demand on their resources increases and the number of operations personnel grows, they will be able to take full advantage of features such as calendar processing that will escalate messages automatically according to staff availability and remote message management via their cell phones.

Award winning QMessage Monitor is an IBM iSeries 'ServerProven' and 'ClusterProven' solution. CCSS develops, markets and supports their range of systems management solutions via their headquarters in UK, USA and Germany and through a global agent network. More information on CCSS and QMessage Monitor is available on www.ccssltd.com

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