
PRESS RELEASE



Beverage Distributor Trinks Relies On CCSS to Monitor 19 Systems i Across Germany

*Trinks Uses QSystem Monitor, QMessage Monitor
And QRemote Control To Pro-Actively Manage Systems*

Bonn, Germany and Gillingham, Kent, UK, October 9, 2006 – The leading beverage distribution company in Germany, Trinks, could not deliver water, beer and non-alcoholic beverages to its 5,000 customers without the System i. To ensure that everything runs smoothly, Trinks relies on the QSystems Management Suite from CCSS to pro-actively manage all 19 Systems i across Germany.

CCSS develops and markets the QSystems Management Suite of monitoring and messaging software for the IBM System i (formerly known as the iSeries and AS/400). The company has offices in the UK, the USA and Germany.

Trinks was founded in Berlin in 1735 as a water wholesaler, and has remained in beverage distribution for 271 years. Headquarters are in Goslar, and there are 16 local distribution centers from which 300 trucks deliver beverages to 15,000 destinations. 2004 annual revenues exceeded 1,000 million euro.

Trinks has two lines of business:

- “Trinks Getränke Logistik” distributes beverages to large wholesalers and retailers, including Edeka, Marktkauf, Metro, Rewe, Selgros, minimal, toom, Netto, Tengemann Group, Kaufland, and Wal*Mart.
- “Trinks Gastronomie” services local taverns, hotels and restaurant chains, including Estrel Berlin, Kempinski Hotels, InterContinental Hotels, the airport caterer LSG-Airport Gastronomiegesellschaft, Maritim, Ramada-Treff, NH Hoteles and Mövenpick Group.

“Logistics is time-critical,” notes the Trinks IT Operations Manager. “Imagine what it would cost Trinks if a system was down for only a couple of hours. It would be easy to lose several thousand euros very quickly! With QSystem Monitor, we can prevent stoppages by pinpointing and resolving errors before they become a huge problem.”



All three QSystems Management solutions are implemented on each of the 19 systems at Trinks:

1. QSystem Monitor for real-time monitoring of the systems and the network
2. QMessage Monitor for prioritizing and tracking system messages
3. QRemote Control for notifying operations staff (via the Internet and/or mobile phone) when operator intervention is required

Trinks cites several advantages of QSystems Management:

- Data on system status is displayed in an easy overview
- Messages are delivered quickly, since the messaging solution is integrated with the monitoring solution
- Critical messages are immediately obvious, since system messages are prioritized
- The volume of system messages is kept low, which allows operators to focus on the important ones
- A small operations staff (three people) can manage the entire System i environment

In addition to the CCSS solutions, said the Trinks operations manager, he also benefits from exceptional service: "Whenever there are problems, they are promptly taken care of, and unresolved problems are escalated rapidly. We never feel neglected."

About CCSS

CCSS, an Advanced IBM Business Partner, develops system and network monitoring software for the IBM System i (formerly known as the IBM iSeries and AS/400) and markets its solutions worldwide, both directly and through a network of agents.

In developing its innovative and functionally rich solutions, CCSS listens to customers and participates in several important IBM partnerships. CCSS is an IBM Advanced Level Business Partner in Development and member of the Solution Development group. All CCSS solutions are certified by IBM as Server Proven and qualify for IBM's ServerProven rebate program. For more information, visit www.ccssltd.com.

CCSS customers include such high-profile firms as Volvo, Newell Rubbermaid, Mattel, and Royal Bank of Scotland International. The company is based in Gillingham, Kent, England, with regional headquarters in Bonn, Germany and Raleigh, North Carolina, USA.



For more information and for white papers on how the QSystems Management Suite can be used for event management, systems availability, message management and Sarbanes-Oxley compliance, visit www.ccssltd.com. Contact CCSS via email info@ccssltd.com or by telephone at +44 (0) 1634 370444 in the UK (international) and at +1 (919) 256-8260 in North America.

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