
MEDIA RELEASE

CCSS Brings Visibility to the True Cost of System Performance Problems in Newly Published White Paper

August 20, 2007 – A new white paper has been published by IBM System i solution specialists, CCSS, that helps IT Managers to put a price on the cost of their ongoing performance problems. Available as an exclusive download on the CCSS web site, the white paper examines the performance issues that have typically proven most costly amongst System i users and those that are most demanding of Managers' time to both identify and resolve.

The technology infrastructure that supports most organisations today is under increasing pressure to deliver not only an extremely high standard of functionality but also at an increasingly reduced cost. CCSS has identified the burden on Managers that are juggling the demands of budget limitations and performance delivery standards. The white paper offers practical guidance on how to master these parallel challenges to greatest effect.

Readers of the white paper can expect valuable insight on how to achieve this across a single system or entire network. Doing so will remove the disadvantage of an underperforming machine and the associated financial repercussions of 'wasted resource' - be it through additional man hours to investigate problems, unproductive user time waiting for issues to be resolved or additional purchases to accommodate stretched system resources such as disk.

Many Managers will be able to identify with the types of performance problems outlined in the white paper's case study but may be surprised at the associated cost. Product Manager for CCSS, Paul Ratchford, explains the biggest obstacle in resolving these is a lack of real-time visibility, "Without real-time visibility of the system, Managers can only be aware of the consequences of performance problems, not the cause, and by then performance is already impacted to an unacceptable level. The difference between knowing about a problem immediately and investigating after the fact can quickly translate to thousands of dollars and the problem only multiplies if it's recurring frequently."

The white paper can help managers to evaluate their current system monitoring requirements based on an analysis of their most urgent managerial issues. Five key performance areas are highlighted for review by Managers: job performance, system performance, memory pool performance, system configuration and LPAR. A detailed review of the most typical associated

issues with each of these areas can assist in pinpointing the degree and frequency Managers may be affected by performance issues.

By implementing a real-time, proactive approach to system performance, companies of every size can more readily attribute proper financial accountability for resource without lengthy investigations. This level of efficiency will not only keep users more productive but also lifts the burden on Managers' time and workload, leaving them free to concentrate on planned projects rather than 'fire-fight' unforeseen problems.

To download the full version of this free System Monitoring White Paper, visit: www.ccssltd.com

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About CCSS

CCSS develops, supports and markets IBM System i performance monitoring and reporting, message management and remote management solutions. An Advanced IBM Business Partner, CCSS develops powerful solutions to support some of the world's most demanding System i environments across many industries including insurance, banking, pharmaceutical and manufacturing. All CCSS solutions are IBM ServerProven.

Existing customers that rely on CCSS's feature-rich solutions include leading organisations such as Volvo, Mattel, Newell-Rubbermaid, The Royal Bank of Scotland, Siemens Medical, RWE npower and Waterstone's.

CCSS is headquartered in Gillingham, Kent, UK with key regional headquarters in Raleigh, North Carolina, USA; Bonn, Germany and Makati City, Philippines together with a global agent network spanning Portugal, Brazil, the Netherlands, Switzerland and Sweden.

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