

MEDIA RELEASE

AAA Carolinas Choose CCSS's QMessage Monitor to Drive Accountability and Visibility on the System i

Apr 21, 2008 – QMessage Monitor, the IBM System i message monitoring and escalation solution from CCSS, has recently been chosen by the sixth largest and fastest growing US automobile club in 2007, AAA Carolinas. In addition, AAA Carolinas insurance business grew 23% in 2007, as compared to a 1% net premium growth industry average. AAA Carolinas has only been in the insurance business for 8 years, and in that short period of time has grown to become the 22nd largest personal lines agency in the nation.

The 300 strong user community at AAA Carolinas supports more than 1.7 million members and customers with the help of an IBM 520 System i, partitioned 2 ways. From this, a number of important membership and insurance applications are run to facilitate the wide range of services AAA Carolinas offer to their customers - from automobile, homeowners, life/health, and travel insurance, to emergency road assistance and a members' benefits programme.

Prior to implementing QMessage Monitor, the team at AAA Carolinas struggled with two key systems management challenges that are common to many System i environments, namely, a lack of visibility and accountability for urgent system messages. In addition to this, they had no existing escalation procedures or event monitoring for their membership and insurance applications. Without these in place, urgent system messages that were not immediately, manually identified by operators could cause consequential delays in processing member details or claims. In this case, the user community would be left to drive problem identification back through to the helpdesk, impinging on the time and efforts of all involved. The challenge for the System team was clear; they required tools that would allow them to regain ownership of system issues by identifying them in real-time and escalating them to ensure a fast resolution that did not impact the user community.

QMessage Monitor now offers the team a central view of all exception messages on the system and filters and responds to the bulk of messages automatically based on pre-defined rules for each message type. When an urgent messages breaks on the system today, an escalation procedure is invoked so messages have no ability to hold up the user community. Out of hours/shift patterns and weekend/holiday schedules can also be accommodated so each escalation path will be routed according to message type and the availability of authorised personnel to resolve it. Each escalation procedure is configurable to not only a number of

people but also to a number of devices, so an unanswered email alert may be followed up with a more direct alert to the recipient's mobile phone or pager.

Whilst not a dedicated security solution, QMessage Monitor can be utilised to keep a watchful eye on potentially suspicious activities. In the same way that exception system messages are identified, escalated for resolution and archived for full audit compliance, now real-time security breach messages on the Audit Journal and even two-way FTP command monitoring are typical examples of how the solution might be employed for internal or external audit compliance and enhanced security monitoring.

The impact on the team at AAA Carolinas has been considerable. CIO Laura Fanning, explains, "As a team, we have greater accountability and ownership in regards to issue escalation, event monitoring, and security monitoring due to the automated visibility and event logs that the tool provides. We are now consistently meeting or exceeding service level agreements for these critical applications. We have a greater understanding of critical dependencies amongst internet, data warehouse, and financial applications that reside on different platforms but require information from the membership and insurance operational systems. And finally, we have been able to be more proactive in identifying, responding to, and resolving issues before they become known to or communicated by our user community."

For more information about CCSS 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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Notes for Editors:

For further information
Tarnya Franks
CCSS (Europe) Ltd
tarnya.franks@ccsseurope.co.uk
+44 (0) 1634 370 444